केनरा बैंक Canara Bank

(HEAD OFFICE: BANGALORE)

GLOBAL TENDER FOR "SUPPLY, INSTALLATION & COMMISSIONING OF HIGH DEFINITION VIDEO CONFERENCE SOLUTION IN OUR BANK UNDER BUYBACK ARRANGEMENT"

TENDER REFERENCE NO	**: RFP – 15/2011-12**
DATE OF TENDER DOCUMENT	**: 09.08.2011**
DATE OF PRE BID MEETING	**: 19.08.2011, 03.00 PM**
LAST DATE FOR SUBMISSION OF TENDER	**: 09.09.2011 UPTO 3.00 PM**
DATE OF OPENING OF TECHNICAL BID PART A	**: 09.09.2011 AT 3.30 PM**
COST OF TENDER DOCUMENT	**: ₹ 10,000/- (Non Refundable)**
EARNEST MONEY DEPOSIT/BG IN LIEU OF EMD	**: ₹ 5,00,000/-**
NO. OF PAGES	**: 83 Pages**

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ISSUED BY : THE DEPUTY GENERAL MANAGER
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This document can be downloaded from Bank's website http://www.canarabank.com/English/Scripts/Tenders.aspx. In that event, the bidders should pay the cost of the tender document by means of DD drawn on any scheduled Bank for ₹ 10,000/- in favour of Canara Bank, payable at Bangalore and enclose the same to Technical Bid PART A of this tender.

केनरा बैंक Canara Bank

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CALENDER OF EVENTS

Sl. No	EVENT	DATE
1	Date of Issue	09.08.2011 Tuesday
2	Last Date for Submission of Pre bid Queries	16.08.2011 Tuesday up to 3.00 PM
2	Date of Pre Bid Meeting	19.08.2011 Friday 03.00 PM
3	Date of Submission	09.09.2011 Friday 03.00 PM
4	Date of Opening of Technical Bid Part A	09.09.2011 Friday 03.30 PM
5	Date of Opening of Technical Bid Part B	Will be intimated subsequently
6	Date of opening of Commercial Bid	Will be intimated subsequently

REQUEST FOR PROPOSAL (RFP) FOR IMPLEMENTATION OF COMPREHENSIVE HIGH DEFINITION VIDEO CONFERENCING SOLUTION IN CANARA BANK.

INTRODUCTION:

Canara Bank a premier Indian Public Sector Bank having pan India presence (hereinafter referred to as "the Bank") intends to implement High Definition Video Conferencing Solution, as per "Scope of Work" in Annexure - H of the RFP.

We invite sealed offers (Technical Bid and Commercial Bid) for implementing the comprehensive High Definition Video Conferencing Solution as described in this document.

1. OBJECTIVE

The Bank has already established Video Conferencing (VC) facility at 36 locations covering its Head Office, Circle Offices, International Division, Staff Training Colleges and having Multipoint Control Unit (MCU) at Head Office, Bangalore for doing multi conferencing.

The Bank now intends to implement the High Definition Video Conferencing facility by replacing the existing Video Conferencing systems deployed in all the locations under buy back arrangement and also propose to extend the High Definition Video Conferencing facility in selected locations of the Bank.

The Bank is having Video Conferencing facility in the following 36 locations:

1. Head Office – 06 locations
2. Circle Offices – 26 locations
3. Other Offices – 04 locations

2. SCOPE OF WORK, HARDWARE AND SOFTWARE REQUIREMENTS

This tender consists of the following requirements (details are as per Annexure – H explaining Scope of Work).

The Bank proposes to select a vendor who can offer a suitable, technical and cost effective solution for implementing comprehensive High Definition Video Conferencing Solution and maintain the same for a period of five years (3 years Warranty + 2 years AMC) for all locations including Residential Engineer support at Head Office. The bidder should Buyback the existing Video Conference Units as-is where-is basis excluding the Display Units & MCU.

The indicative details of Existing Video Conference System and quantity are mentioned below:

Sl. No	Existing Group/Personal Video conference System	Head Office / Circle Office / Other Offices
1	Aethra Vega Star Silver E	17
2	Aethra X5	5
3	Theseus	14

3. ELIGIBILITY CRITERIA

A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and implementation of High Definition Video Conferencing Solution across the Bank shall hereinafter be referred as "Project".

The Bidder could be a System Integrator or a manufacturer of Video Conferencing Equipment.

Interested Bidders who can offer and implement Comprehensive Video Conferencing Solution in the Bank under buy back arrangement and meeting the following Eligibility Criteria may respond.

Sl. No	Criteria	Documents Required
1.	The Bidder must be a registered company in India as per Companies Act 1956.	Copy of Certificate of Incorporation and Certificate of Commencement of Business in case of Public Limited Company. OR Copy of Certificate of Incorporation in the case of Private Limited Company.
2.	The Bidder should have minimum of 5 years of experience in implementation of Video Conferencing Solutions as on RFP issued date.	Proof of document to this effect by way of Purchase Order/s OR Project Completion Certificate from the customer by mentioning the time frame clearly.
3.	Bidder should have supplied and implemented Video Conferencing Solutions in at least two of the reputed Organizations in Govt./PSU/BFSI Sector in India during the last five years i.e. 01.04.2006 to till date.	Purchase Order copies issued by Organizations in Govt./PSU/BFSI Sector since 01.04.2006
4.	Bidder should have executed minimum two Video Conferencing Project in which one project should have minimum one HD MCU & 5 HD End-Points and another project with minimum one MCU & 15 End-Points either HD or SD during the period of 01.04.2006 to till date.	Implementation Certificate from the above Organisations by mentioning the HD /SD MCU & Endpoints quantity clearly with the period of implementation.
5.	Bidder should have annual turnover of ₹ 10 Crores during the past two financial years FY-2008-2009, FY-2009-2010.	Audited Balance Sheet and P&L Accounts for last two financial years i.e., FY-2008-2009, FY-2009-2010 OR Auditor Certificate

Further, all bidders will have to submit the following:

1	Non Interest EMD for ₹ 5,00,000/- (Refundable)	By way of DD favoring "Canara Bank" payable at Bangalore/ Bank Guarantee in lieu of EMD as per **Annexure I**. If the EMD is in the form of Bank Guarantee, the same should be valid for minimum period of 6 months from the last date of submission of offer.
2	Application fees for ₹ 10,000/- (Non Refundable)	By way of DD favouring "Canara Bank" payable at Bangalore.

* Failure to produce EMD and Application fee while submission of the proposal shall render the applicant ineligible for further process.

* The Bidder should submit separate DDs one each for EMD and Application Fee, if DDs are submitted.

4. REQUIREMENT DETAILS:

This tender consists of following requirements. The detailed information provided in Annexure-E, G & H.

Item Details	Items	Qty	Locations
Supply, Installation and Commissioning of HD Multipoint Control Unit (MCU) and HD Video Conferencing Units	Multipoint Conferencing Solution with HD-MCU, ISDN PRI Gateway, Gatekeeper, Scheduler, Network Management and necessary peripherals & cables	01	Details of the locations are as per Annexure-N
	HD Video Conferencing Unit integrated with Display, Speaker, 2 MICs, Remote and necessary peripherals & cables	48	
Resident Engineer Support to manage & maintain MCU, Endpoints in all locations and to setup & manage Conferences as and when required by the Bank.	Resident Engineer support at Head Office from 8 am to 8 pm, on all Bank working days, for a period of 5 years.	5 Yrs	Canara Bank, 112, J C Road Head Office, Bangalore
Buy back of existing Video Conferencing	Aethra Vega Star Silver E Group Video Conferencing	17	Details as per Annexure-

Units excluding Display Units & MCU	Unit		M
	Aethra Vega X5 Group Video Conferencing Unit	05	
	Theseus Personal Video Conferencing Unit	14	

Delivery of items at MCU Site (Head Office):

- HD-MCU, PRI Gateways, Gatekeeper, Scheduler, Network Management (Appliance / Software) and necessary cables
- Necessary Hardware with Operating System to be supplied for installing the Software, if any proposed.
- Suitable rack for mounting the MCU and other components.

Delivery of items at End-point locations (Head Office, Circle Office & Other Locations):

- HD Video Conferencing Unit integrated with Display, Speaker, 2 MICs, Remote and necessary Cables.
- Wall mounted shelves to be supplied along with Endpoints to hold the Camera above the LCD TV and CODEC and other peripherals below the LCD TV.

All the Hardware / Software ordered for High Definition Video Conferencing Solution should have comprehensive onsite warranty of 3 years and AMC support for further 2 years. The cost towards 3 years warranty, racks, shelves, necessary hardware & OS for installing the proposed software should be included in the cost of the equipments and it should not be quoted separately.

It may be noted that the requirement given in this tender is indicative only and Bank will have the option to purchase 10% more or less than the quantity specified in this tender at the same price and the tender conditions.

A. INSTRUCTIONS

1. PRE-BID MEETING

A pre-tender meeting of the intending bidders will be held at **03:00 PM on Friday 19th August 2011** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore – 560 001 to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, DIT Wing, HO Bangalore by the intending bidders before **03:00 PM on 16th August 2011.**

Authorized representatives of interested bidders shall be present during the scheduled time.

The Bank shall clarify the queries during the pre-bid meeting and the replies along with the queries shall be uploaded in the Bank's website and no individual correspondence shall be made. No individual consultation shall be entertained. Bank has discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

2. EARNEST MONEY DEPOSIT (EMD)/BANK GUARANTEE IN LIEU OF EMD:

2.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of **Rs.5,00,000/- (Rupees Five Lakhs only)** by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bangalore and should be kept along with the Bid only.

2.2. In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for minimum period of 6 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per Annexure-I.

2.3. EMD should be submitted along with **Technical Bid Part-A,** otherwise, the bid is liable for rejection.

2.4. The EMD of bidders will be returned upon the selected bidder accepting the order and furnishing the performance guarantee.

2.5. The EMD may be forfeited/ Bank Guarantee may be invoked:

2.5.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.

2.5.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

3. Preparation of Bids

3.1. The bidder has to submit the response to the bid in

- Technical Bid Part A – Indicating their compliance to Eligibility Criteria – Format as per Annexure C.
- Technical Bid Part B – indicating the response to the Technical and Functional requirement specification of Video Conferencing Solution- Format as per Annexure D.
- Commercial Bid- furnishing all relevant information as required as per Bill of Material as per Annexure G – Format for submission of bid as per Annexure F.

3.2. All the Bids shall be submitted in English Language in Font size 12 and above.

4. FORMAT FOR TECHNICAL AND COMMERCIAL BIDS

The Technical Bid Part A, Part B and Commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. The format for Technical Bid Part A , Part B and Commercial Bid is furnished in **Annexure C, Annexure D and Annexure F respectively.**

5. SUBMISSION OF BIDS

5.1. Technical Bid Part A

The Technical Bid Part A for High Definition Video Conferencing Solution is to be sealed in a separate Envelope superscribed on the top of the cover as **"Technical Bid Part-A for HD Video Conferencing Solution".**

The Technical Bid Part A must contain EMD/ Bank Guarantee in lieu of EMD as per clause 2, Page 9 of Instructions of this document.

The Technical Bid Part A should be complete in all respects and contain all information sought for, as per Annexure C.

5.2. Technical Bid - Part B

The Technical Bid Part B for High Definition Video Conferencing Solution is to be sealed in a separate Envelope superscribed on the top of the cover as **"Technical Bid Part-B for HD Video Conferencing Solution".**

The Technical Bid Part B should be complete in all respects and contain all information sought for, as per Annexure D. The Technical Bid should not contain any price information. The Technical Bid Part B should be complete and should cover all products and services.

5.3. Commercial Bid

The Commercial Bid for High Definition Video Conferencing Solution is to be sealed in a separate Envelope super scribed on the top of the cover as **"Commercial Bid for HD Video Conferencing Solution".**

Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per Annexure G. Any deviations from the Bill of Material (Annexure G) / non submission of prices as per the format shall make the bid liable for rejection.

Under no circumstances the Commercial Bid should be kept in Technical Bid Covers. The placement of Commercial Bid in Technical Bid covers will make bid liable for rejection.

5.4. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting/cutting are without authentication will be liable for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorised signatory should be submitted.

5.5. The separately sealed envelopes containing Technical Bids both Part A & B and Commercial Bid for High Definition Video Conferencing Solution shall be placed and sealed in another big envelope super scribed on the top of the envelope as

"Offer for Implementation of High Definition Video Conferencing Solution in response to RFP 15/2011-12 Dt. 09.08.2011". The Name of the Bidder and Due date of the RFP is to be specified on the top of the envelope.

5.6. The bid/s should be deposited in the **Tender Box** kept at **Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore – 560 001, on or before Friday, 09th September 2011, 3:00 PM**. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered. No offer will be accepted directly.

5.7. If any of the bidders or all the bidders who have responded the RFP are not present during the specified date and time of opening it will be deemed that such Bidder is not interested to participate in the opening of the Bid/s and the Bank at its discretion will proceed further with opening of the technical bids in their absence.

6. OPENING OF BIDS

6.1. The Technical Bid Part A **shall be opened in the presence of the Bidder's representative on Friday, 09th September 2011, at 3:30 PM at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore 560001**. Bidder's representative may be present in the venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format (Annexure –A) enclosed and sign in Register of Attendance during opening of Technical Bid Part A.

6.2. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

6.3. The Technical Bid Part - A submitted by the bidder will be evaluated based on the eligibility criteria stipulated. The Technical Bid Part B of only those bidders who qualified in Technical Bid Part A will be opened with due communication by the bank.

6.4. The Commercial Bid of only those bidders who qualified in Technical Bid Part B will be opened with due communication by the Bank.

7. DETERMINATION OF L1 PRICE

7.1. The Commercial Bid will be evaluated based on the Total Cost of Ownership (TCO) of the High Definition Video Conferencing Solution as per Bill of Material (Annexure-G). i.e., TCO 'H' = C + D + E + F + G + Optional Items (if applicable)

a) Where, High Definition Video Conferencing Equipment Cost (C) = {(Cost of MCU, Endpoint Units, Hardware (including OS) and other components with three years warranty inclusive of taxes (A) – (B) LESS Buy back cost of the existing equipment's.}

b) Annual Maintenance Charges for MCU, Endpoint Units, Hardware (including OS) for 2 years (inclusive of taxes) at present values (D as per BOM) +

c) Implementation Charges for Video Conferencing Solution inclusive of taxes (E as per BOM) +

d) Residential Engineer Support Charges for 5 years inclusive of taxes at present values (F as per BOM) +

e) Cost of Cabling Components inclusive of taxes (G as per BOM) +

f) Optional Items inclusive of taxes [If applicable]

Declaration of L1 based on TCO as per BOM 'H' = C+D+E+F+G

7.2. Optional Items:

Bidders shall quote for all Optional Items as mentioned in Bill of Material as per Annexure- G otherwise bid is liable for rejection. **Bank will announce whether the optional items will be taken for arriving L1 before opening price bids**. However, Bank reserves the right to place order for Optional Items.

Basing on the TCO, L1 Bidder will be determined.

7.3. The Present Value (PV) for the AMC component and Residential Engineer Support per year will be calculated as per the following formula:

$$\frac{C}{(1+r)^{n}}$$

Where 'C' is the annual AMC amount of each year.
'r' is Bank's Base Rate which is presently at 10.75%.
'n' is number of years, i.e. 'n' is 1 for 1st year,2 for 2nd year… 5 for 5th Year.

8. OFFER VALIDITY PERIOD:

The Offer submitted and the prices quoted therein shall be valid for 6 calendar months from the last date for submission of the offer (BID). The Bank shall have the right at its absolute discretion to purchase 10% more or less than the quantity specified in this tender on the rates finalized for various items and services under this RFP within the offer validity period and such orders, if any shall be governed by the RFP and agreed terms on final bid evaluation.

9. PROPOSAL OWNERSHIP:

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank.

10. PROJECT OWNERSHIP:

If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all

relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to High Definition Video Conference Solution, which are relevant to this RFP.

11. MODIFICATIONS AND WITHDRAWAL OF BID/S:

No offer can be modified or withdrawn by a bidder after submission of Bid/s.

12. PRELIMINARY SCRUTINY

The Bank will scrutinise the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether technical documentation as required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

13. CLARIFICATION OF OFFERS

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.

14. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER:

14.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

14.2. The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.

14.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender.

14.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

15. DOCUMENTATION:

Technical information in the form of Brochures / Manuals / CD etc. must be submitted in support of the Technical Offer made.

16. SUBMISSION OF TECHNICAL DETAILS:

16.1. Technical Bid Part-A and Part B should be submitted as per the format in Annexure-C and Annexure D respectively. Relevant technical details and documentation should be provided along with Technical Bid Part-B.

16.2. It is mandatory to provide the technical details of the Video Conference Systems required by the bank in the exact format of Annexure- E of this tender.

16.3. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.

16.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason of their quoting a different specification than what is sought for, like higher version or non availability of the specifications quoted by us, invariably to process the technical offer.

16.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.

16.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.

17. MAKE AND MODELS:

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough.

18. ERASURES OR ALTERATIONS:

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

19. COSTS & CURRENCY:

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-G).

20. EVALUATION OF BID:

20.1. The Bank will evaluate the bid/s submitted by the bidder/s under this RFP. The Bank may engage the external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time. Bank may seek clarifications from the bidders during evaluation of Bid, if required. The bidder has to respond to the

bank and submit the relevant proof /supporting documents required against clarifications if applicable.

20.2. The Technical Bid Part-A submitted by the bidder will be evaluated based on the format mentioned in Annexure-C. The Technical Bid Part-B of only those bidders who qualified in Technical Bid Part-A will be opened with due communication by the Bank. The Commercial Bid of only those bidders who qualified in Technical Bid Part-B will be opened with due communication by the Bank.

21. RIGHT TO ALTER QUANTITIES:

The Bank reserves the right to alter the quantities either more or less specified in the Offer in the event of changes in plans of the Bank.

B. TERMS AND CONDITIONS.

1. EFFECTIVE DATE

1.1. The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.

1.2. The Bank shall place either single or multiple orders to the selected bidder under the quantity mentioned in the RFP.

2. PROJECT EXECUTION

2.1. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bangalore. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The selected bidder shall submit a detailed Project Evaluation and Review Technique (PERT) chart on acceptance of the Order.

3. EXECUTION OF AGREEMENT

3.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped “Contract Agreement” with the Bank at the time, place and in the format prescribed by the Bank. Failure to execute the Contract Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

3.2. The Contract Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Contract shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The contract shall be valid till all contractual obligations are fulfilled.

4. TECHNICAL SPECIFICATIONS AND SCOPE OF WORK:

4.1. The Bidder's scope of work as per the conditions and technical specifications of RFP shall include supply, transportation, local delivery, storage, cabling (if required), installation and commissioning of project at video conferencing locations including integration, migration, acceptance testing, commissioning of ISDN/Leased Line if required and also includes transit insurance, insurance up to date of acceptance of the project by the bank, documentation, warranty, annual maintenance, if contracted, and training of Bank's personnel and all other related activities with regard to establishment of project at video conferencing locations.

4.2. The Successful Bidder has to carry out all the Scope of Works defined in Annexure-H and also to comply with the Technical Specifications narrated in Annexure-E and any other related works related to this Project so as to ensure smooth implementation of End to End Comprehensive High Definition Video Conferencing Solution in all the Locations of the Bank.

5. DELIVERY, INSTALLATION & COMMISSIONING AND ACCEPTANCE:

5.1. Bank shall provide the address and contact details for delivery of materials while placing the order.

5.2. Delivery should be within **8 weeks** from the date of receipt of the Purchase Order for non-road permit locations. The Delivery period **for Road Permit locations will be 10 Weeks.** Please note that no extra charge / tax will be paid for those locations where road permit is required. Vendor only has to arrange for road permit at his cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.

5.3. The successful bidder should ensure the installation of the delivered hardware at the bank branch/office within 2 **weeks** from the date of delivery of all the materials for each ordered locations. Installation should be completed as per Scope of work hardware.

5.4. Non-compliance of the above delivery & installation clauses [(5.2) and (5.3)] put together within 10 weeks (For Non Road permit Locations) / 12 Weeks (For Road Permit Locations) will result in imposing penalty at 0.50% per week or part thereof, on the invoice value location/office address wise. However the total LD to be recovered under this clause shall be restricted to 10% of the total value of the order.

5.5. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC should be applicable to the altered locations also.

5.6. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.

5.7. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank.

5.8. Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

5.9. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter. A detailed packing list should be submitted along with each delivery consignment. The packing list may be a part of delivery challan or separate.

5.10. Acceptance shall be after 15 days of successful working from the date of successful installation and commissioning of all the ordered items in each location. Acceptance test should be carried out at the ordered locations. Acceptance payment shall be paid against completion of Acceptance test of all the ordered materials at the ordered locations duly certified by bank's officials in the Acceptance Test report along with Acceptance payment claim letter.

6. Liquidated Damages

6.1. Liquidated damages for delay in Delivery and Installation of Hardware and Software in all Locations.

Non-compliance of the above delivery & installation clauses [(5.2) and (5.3)] put together within 10 weeks (For Non Road permit Locations) / 12 Weeks (For Road Permit Locations) will result in imposing penalty at 0.50% per week or part thereof, on the invoice value location/office address wise. However the total LD to be recovered under this clause shall be restricted to 10% of the total value of the order.

6.2. Liquidated Damages for non-performance: If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to reject the items.

6.3. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Orders.

6.4. All the above LDs are independent of each other and are applicable separately and concurrently.

6.5. LD is not applicable for the reasons attributable to the Bank and Force Majeure

7. PRICING & PAYMENTS:

7.1. The Price offered to the Bank must be in Indian Rupees, and inclusive of Duties/Insurance/Freight/charges of road permit but Exclusive of all taxes CST / LST / VAT/Octroi/Entry Tax, etc.

7.2. The item value along with CST/VAT should be claimed in the invoice, location wise and CST/VAT will be paid in actual at our end to the maximum of taxes indicated in the Bill of Material. Octroi / Entry Tax, if applicable, will also be paid / reimbursed at our end centrally on production of original payment receipt from the respective location where the items were delivered.

7.3. The Octroi/Entry Tax will have to be claimed separately by submitting the original Octroi/entry tax paid receipt, location wise and it should be claimed along with delivery & installation payment.

7.4. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.

7.5. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

7.6. Applicable Taxes will be paid at actual to the maximum of taxes indicated in the Bill of Material. If there is any delay in delivery of the hardware ordered on account of the Bidder, then any increase in tax rate has to be borne by the bidder. However if any decrease in the tax rates, then the taxes at actual will be paid.

7.7. Bank will pay only VAT for Goods Component of Hardware/ Software and Service Tax for Service Component of Hardware/Software. The Goods Component + Service Component should be limited to 100% of the Cost Price of Hardware/ Software.

7.8. The charges should be quoted as per Bill of Material Annexure- G. The charges towards supply, installation, commissioning, integration, acceptance, services, rack, shelves, relevant project charges, charges related to the scope of work, including 3 years warranty (other than AMC) for hardware/ software etc, should be included in the cost of the equipment and it should not be quoted separately, otherwise, the bid is liable for rejection at the discretion of the bank. Cabling charges shall be paid at actual against submission of certificate duly signed by

our Bank's officials. All cabling related components and charges should be quoted as per Bill of Material Annexure-G whether explicitly mentioned there or not.

8. PAYMENT TERMS:

8.1. Payment terms will be 40% on delivery and 30% will be on installation & commissioning, 20% on completion of the acceptance test and 10% after completion of warranty period of three year. Please note that Delivery Proof, Installation Report and Acceptance Report duly signed by Bank officials of the respective branch/office should be submitted in originals while claiming payment in respect of orders placed. The Bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the format of Bank and submit the same for each location wise while claiming installation and acceptance payment.

8.2. **Warranty Payment:** 10% of the total cost shall be paid only after completion of warranty period of 3 years.

8.3. **Implementation Charges:** The one time project implementation charges, if any, shall be released on successful completion of the video conferencing project and acceptance of the Project by the Bank.

8.4. The Resident Engineer support charges shall be paid quarterly in arrears w.e.f date of acceptance of Project by the Bank and satisfactory performance of the Resident Engineer during the quarter. The payment shall be released against completion of preventive maintenance activity, submission of service call report, preventive maintenance report & downtime report for each location and satisfactory report on resident engineer along with attendance certificate with timings duly certified by Bank's Official. The Preventive maintenance activity should be completed every quarter in all the locations and report should be submitted to the Bank. Preventive maintenance activity should take care of physical verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, upgradation of firmware/software, etc. The preventive maintenance report format shall be prepared by the Bank, the bidder shall strictly follow the format of bank and submit the same for each location wise while claiming the payment.

8.5. Payment for network Cabling and Labour Charges shall be released basing on the actual consumption and submission of the proof in this regard.

8.6. Bank shall release the delivery / installation payment to the selected bidder after deducting the entire buyback value. Bank shall not consider the adjusting of buyback value in the Invoice value.

9. SECURITY DEPOSIT / PERFORMANCE BANK GUARANTEE:

9.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the Order.

9.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee.

9.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bangalore /Bank Guarantee may be obtained from any of the Scheduled Banks. However it should be as per the bank's format.

9.4. Security Deposit/Performance Bank Guarantee should be valid for 3 years and shall be retained till the completion of warranty period. The guarantee should also contain a claim period of Three months from the last date of validity.

9.5. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and warranty period.

9.6. The security deposit / bank guarantee will be returned to the bidder on completion of Warranty Period.

9.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

10. ORDER CANCELLATION / TERMINATION OF CONTRACT:

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in the event of one or more of the following conditions:

10.1. Delay in delivery beyond the specified period for delivery.

10.2. Serious discrepancies noted in the items delivered.

10.3. Breaches in the terms and conditions of the Order.

10.4. Non satisfactory performance of the Project during implementation.

10.5. Failure to implement / integrate the Project as per the requirements of the Bank.

10.6. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

10.7. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during Warranty & AMC period (If contracted).

11. LOCAL SUPPORT:

11.1. The bidder should be capable of meeting the service & support standards as specified in this tender. Service support should be available as given below:

11.2. The bidder shall provide Warranty and AMC support [if contracted], 12 hours (08.00 AM to 08.00 PM) on 365 days of the year for all the locations.

11.3. **Response Time and Meantime to Restore [MTTR]**

11.3.1. Response Time shall be 2 hours and MTTR shall be 4 hours.

11.4. However penalty shall be applicable as per uptime clause.

12. RESIDENT ENGINEER SUPPORT:

12.1. The Services of the Resident Engineer at Head Office should be available from 8 am to till 8 pm on all the Bank working days, from the date of installation of MCU and further project implementation period and during Warranty & AMC, if contracted. Bank also has the right to advise the engineer concerned to stay overtime, if their services are warranted.

12.2. In case the engineer goes on leave / absent, suitable replacements to be arranged by the bidder to ensure that regular functioning of the video conferencing does not hamper. If Resident Engineer is not available / replacement not arranged, Bank shall pay only the proportionate amount of monthly resident engineer charges for the days for which support was provided during the particular month.

12.3. The Resident Engineer support shall be renewed every year on the basis of the services rendered by the selected bidder for a period of 5 years and Bank has right to terminate the services without assigning any reasons.

13. SOFTWARE, DRIVERS AND MANUALS

13.1. The bidder shall supply along with each item, all the related documents, Software Licences and necessary media of the software loaded in the hardware without any additional cost. The media and documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.

13.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

14. TRAINING

14.1. The bidder shall impart the training to the bank's officials at free of cost during installation of ordered devices. The training should consist of Identifying the Video Conference Systems, understanding the Video Conference concepts, first level maintenance and troubleshooting, verification of Video Conference connectivity, details of interfaces and ports, etc. It should be provided before doing acceptance test.

15. UPTIME:

15.1. The bidder shall guarantee an uptime of 99.5% for all the locations where the equipments are commissioned, during warranty and also during AMC, if contracted, which shall be calculated on monthly basis. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less

Downtime. The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the Video Conference System. "Restoration" is the condition when the selected bidder demonstrates that the Video Conference System is in working order and the Bank acknowledges the same.

15.2. The Downtime calculated shall not include any failure due to bank, BSNL/MTNL (if Maintenance of lines are not contracted) and down time happened during the time of preventive maintenance activity and Force Majeure. However bidder shall inform the Bank 7 days in advance before doing preventive maintenance or pre-planned activity.

15.3. The percentage uptime is calculated **on monthly basis (12 hours a day)**:

$$\frac{\text{(Total contracted minutes in a month – downtime minutes within contracted minutes in a month)}}{\text{Total contracted minutes in a month}} \times 100$$

15.4. Log book shall be maintained for recording details such as date and time of failure, nature of failure, time of reporting, time of restoration, details of repair, acknowledgement by the bank that the failure is rectified, signature of both bidder and bank, etc. Log book shall also be maintained for recording failure on the part of UPS and earthing.

15.5. If the bidder fails to maintain guaranteed uptime of 99.5% for all the ordered locations, the Bank shall impose penalty as mentioned below on slab basis.

Duration of failure	**Penalty**
Up to 108 Minutes (up to 99.5%)	Nil
109 Minutes- 168 minutes (99.49% to 99.22%)	₹ 500/-
169 Minutes- 228 Minutes (99.21% to 98.94%)	₹ 750/-
229 Minutes- 432 Minutes (98.93 % to 98%)	₹ 1000/-
Beyond 432 Minutes (Below 98%)	₹ 2000/- (For every one hour of failure or part thereof)

15.6. If the uptime is below 95%, the Bank shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty as mentioned above. Uptime will be calculated on monthly basis.

15.7. The above penalty shall be applied for each location separately.

15.8. In case of down time due to faults in Video Conference Systems supplied by the bidder during Warranty and AMC period, the bidder shall ensure to provide equivalent standby equipment before taking the faulty equipment for repair.

16. WARRANTY:

16.1. The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including for the display panel, updates, upgrades of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 36 months from the Date of acceptance by the Bank.

17. ANNUAL MAINTENANCE CONTRACT:

17.1. At the time of submission of bids, the Bidder has to submit his quote for AMC for Hardware (including OS) for **2 years** and **ATS** for software & any other related software, if any, for 2 **years**, after completion of 3 year warranty periods, in the Commercial Bid separately for Comprehensive maintenance contract.

17.2. The Bank, at its discretion may enter into Annual Maintenance Contract AMC / ATS with the Bidder at its discretion after completion of respective warranty periods.

17.3. The support for maintenance of entire Video Conferencing Solution supplied should be available for a minimum period of 5 years including three years warranty of the Project.

17.4. The bidder should provide changes and upgrades with regard to changes in statutory requirements to the Bank at free of cost during the contract period. Also the bidder should provide and implement functionality changes as required by the Bank during the contract period.

17.5. AMC/ATS Payment will be made quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.

17.6. The Bank shall have the option to terminate the service contract at any time during the contract period by giving a written notice of 30 days, without assigning any reason thereof. However, the selected bidder shall commit himself to service for a minimum period of 5 years, unless the service contract is terminated by the Bank and the selected bidder will have no right to terminate the contract within this period.

17.7. During the Warranty and AMC period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include

a. Fixing the video conferencing problems

b. Upgradation, supply, installation and implementation of upgraded versions of software (updates /upgrades)

c. Rectification of Bugs/defects if any

d. Preventive Maintenance quarterly.

e. Maintenance of Hardware/Software

f. Reinstallation of firmware/software, whenever required.

17.8. The AMC charges shall be paid after completion of warranty period. Such payment shall be released quarterly in arrears. The bidder shall submit the preventive maintenance activity report, service call report, downtime report duly certified by bank's official along with payment claim letter. Bank will calculate the uptime and impose penalty as per uptime clause. However total penalty shall be restricted to 25% of quarterly AMC claiming value.

17.9. Downtime report should be collected from the respective locations duly certified by Bank's officials. In case of any disputes in downtime, it should be resolved amicably/mutually agreed upon. However the bidder shall submit the necessary proof that the failures are not on account of hardware/software of the Video Conference Systems.

17.10. It may be noted that the Bank reserves the right to demand performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (below 3% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-G).

18. SCOPE INVOLVED DURING WARRANTY AND AMC PERIOD

During the period of contract up to completion of Warranty and also during annual maintenance (if contracted), the bidder shall do the following:

18.1. Any engineering changes/ upgradations applicable to the Hardware shall be communicated to the Bank by the Bidder within a period of one month from the date of release/observation. It shall be supplied, installed and commissioned free of cost by the bidder. The bank reserves the right to procure the update/enhancement/system software upgrade and at an extra cost, if the software is not under Warranty and AMC.

18.2. Any software support like update/enhancement/software upgrade etc. as defined below released till the completion of warranty and during annual maintenance (if contracted) shall be supplied, installed and commissioned free of cost by the bidder. However, any such software support like update/ enhancement/upgrade shall be communicated to the Bank by the Bidder within a period of one month from the date of release. The Bank reserves the right to procure the update/enhancement/ Video Conference System software upgrade and at an extra cost, if the software is not under warranty and AMC.

18.3. If any software and Hardware upgrades and updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].

18.4. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.

18.5. The system spare parts/services, as and when required, and complete maintenance of the System during warranty period and AMC (if contracted), shall be supported for a period not less than 5 years from the date of acceptance of the System by the Bank.

18.6. Service Support is defined specifically as helpdesk, update/enhancement, upgrade, technical guidance , technical consultancy, enablement of features and functionality, problem solving and troubleshooting, providing technical solution, rectification of bugs, enabling features of the software already provided, providing additional user controlled reports, Changes in configuration & settings, device configuration, enabling parameterized features, future product information, migration, manpower resource allotment for pre-planned activity, co-ordination for changes in structure, etc.

18.7. The support shall be given in person or through telephone, FAX, letter and E-mail within a reasonable time as the case may be.

18.8. The Bank is in the process of providing MPLS, LL, RF, CDMA, VSAT, Wi-Max, any other new technology for the connectivity to the Branches, Offices and Offsite ATMs and it may introduce any other connectivity technology in future to the branches, offices and Offsite ATMs For which If any configuration changes required in the Video Conference Systems, it should be done by the bidder during warranty and AMC period [if contracted]. However bank will intimate the bidder well in advance for doing such configuration changes. Configuration changes may be done either centrally or remotely. However If bidder personnel required at the remote place as informed by the Bank, the bidder should arrange the personnel to make such configuration / cooperation at the respective location. In case, the Video Conference Systems access required for the link technology providers, the necessary access should be provided and support/cooperation should be extended to the Bank's vendors. However in case the bidder has any concerns, it should be informed to the bank in writing with reason for taking appropriate/ amicable/ mutually agreed on decision in the matter.

18.9. The Bank reserves the right to modify/update the parameter files/configuration with required awareness of its consequences and any such modification/ updation will be recorded for information of the selected bidder without any impact on the media as per OEM descriptions.

18.10. Only licensed copies of software shall be supplied and ported for the Video Conference Solution. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.

18.11. The Bidder shall also give an undertaking as a part of this contract to provide technical consultancy and guidance for successful operation of the video conferencing systems and its expansion in future by the Bank during the warranty and AMC period (if contracted). The said undertaking letter shall be submitted along with the bid, otherwise, the bid is liable for rejection.

18.12. Preventive maintenance shall be compulsory during Warranty and AMC period [if contracted]. Preventive maintenance activity should be completed every quarter and report should be submitted to the bank. Preventive maintenance activity should take care of physical verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, etc. The preventive maintenance report format shall be prepared by bank, the bidder shall strictly follow the format of bank and submit the same for each location while claiming AMC payment if contracted.

18.13. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.

18.14. Escalation matrix should be provided for support, technical, project, etc.

18.15. During AMC period [If contracted] Bank may, by notice of not less than 30 days in writing to the bidder, modify or delete either any location or all location, either partial items or all items of the contract.

19. SPARE PARTS:

19.1. The vendor shall make available the spare parts, components etc. for the systems for a minimum period of 5 years, after warranty and AMC period.

19.2. If any of the peripherals / components is not available during the warranty /AMC period, the substitution shall be carried out with peripherals/components of equivalent or higher capacity.

19.3. **Defect liability**

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, the bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank under the contract.

20. MEAN TIME BETWEEN FAILURES (MTBF):

If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on four or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.

21. GENERAL CONDITIONS:

21.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.

21.2. The selected Bidder shall take all steps to ensure safety of their's and the bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or theirs sub-

bidders. The bidder shall also ensure cleanliness of the site (work area) during execution of the contract.

21.3. The bidder should take all care not to hamper the working of the offices. Any interruption in the offices has to be foreseen by the bidder and the same has to be brought to the notice of the Bank in writing and only on approval by the Bank, the bidder shall proceed ahead. The bidder shall always take prior permission of the premise in-charge of the Bank before starting any work. The selected bidder shall supply identity cards to all their employees scheduled to work in the bank's premises and formally submit request letter to the bank's official for permitting access. The bidder shall abide by the security rules & procedures of the bank. Any requirement of working after office-hours and on holidays of the bank shall be foreseen and a request in writing shall be made to the bank in advance and obtain permission from the bank.

21.4. In case any damage of Bank's property during execution of work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

21.5. The selected bidder has to execute an Undertaking of Authenticity for Hardware items as per Annexure-O.

22. INDEMNITY:

The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

i. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;

ii. Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

Further, the bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of High Definition Video Conferencing Solution supplied by them.

- All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.
- The limits specified above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

23. PUBLICITY:

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

24. INSURANCE:

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered, installed and commissioned at site and handed over to the Bank/Office. Certificates of the "Comprehensive Insurance Cover" will be submitted to the Bank for verification / examination and record, if required.

25. GUARANTEES:

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, upgrades/ updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

26. CONFIDENTIALITY:

The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information

27. AMENDMENTS TO THE AGREEMENT:

Once contract agreement and AMC agreement [If AMC contracted] are executed with the bidder, No amendments or modifications of Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing.

28. GENERAL CONTRACT AGREEMENT CONDITIONS:

28.1. Neither Bank nor Bidder shall assign any rights or obligations herein without obtaining the prior consent of the other Party.

28.2. No forbearance, indulgence, relaxation or inaction by any Party [Bank or Bidder] at any time to require the performance of any provision of Agreement shall in any way affect, diminish, or prejudice the right of such Party to require the performance of that or any other provision of Agreement.

28.3. No waiver or acquiescence of any breach, or any continuing or subsequent breach of any provision of Agreement shall be construed as a waiver of any right under or arising out of Agreement or an acquiescence to or recognition of any right and/or any position other than that expressly stipulated in the Agreement.

28.4. All remedies of either Bank or Bidder under the Agreement whether provided herein or conferred by statute, civil law, common law, custom, or trade usage, are cumulative and not alternative may be enforced successively or concurrently.

28.5. If any provision of Agreement or the application thereof to any person or Party [Bank/Bidder] is or becomes invalid or unenforceable or prohibited by law to any extent, this Agreement shall be considered divisible as to such provision, and such provision alone shall be inoperative to such extent and the remainder of the Agreement shall be valid and binding as though such provision had not been included. Further, the Parties [Bank and Bidder] shall endeavor to replace such invalid, unenforceable or illegal provision by one that is valid, enforceable, and legal and achieve substantially the same economic effect as the provision sought to be replaced.

28.6. If during the term of Agreement, the performance in whole or in part by either Party [Bank/Bidder] of any obligations under the Agreement is prevented or delayed by reason of war, destructive act of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemic, quarantine restrictions, strikes, lock-outs, or acts of god (hereinafter referred to individually as an "Event" the notice of happening of which shall be given by either Party to the other within seven days of the date of occurrence of such Event), neither Party [Bank nor Bidder] shall be entitled to terminate this Agreement nor have any claim for damages against the other by reason only of such non-performance or delay in performance.

28.7. None of the provisions of Agreement shall be deemed to constitute a partnership between the Parties [Bank and Bidder] and neither Party [Bank nor Bidder] shall have any right or authority to bind the other as the other's agent or representative and no Party shall be deemed to be the agent of the other in any way.

28.8. Agreement shall not be intended and shall not be construed to confer on any person other than the Parties [Bank and Bidder] hereto, any rights or remedies herein.

28.9. Agreement shall be executed in English language in 1 (one) original, the Bank receiving the duly signed original and bidder receiving the duly attested photocopy.

29. NEGLIGENCE

In connection with the work or contravenes the provisions of General Terms, If the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

30. RESPONSIBILITY FOR COMPLETENESS

30.1. Any supplies and services which might not have been specifically mentioned in this tender but are necessary for the design, engineering, manufacture, supply, installation, testing, commissioning, performance or completeness of the order,

shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian condition.

30.2. The Bidder shall be responsible for any discrepancies, errors and omissions in the drawings or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission in drawings and other information as mentioned above within the time schedule and without extra cost to the bank.

31. FORCE MAJEURE:

31.1. The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.

31.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.

31.3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

31.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

32. RESOLUTION OF DISPUTES:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator.

The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.

The venue of arbitration shall be Bangalore, INDIA.

33. THE JURISDICTION OF THE COURT:

The jurisdiction of the court is at Bangalore.

Yours faithfully,

R Rajendran
Deputy General Manager

Annexure A – Authorization Letter Format

(To be presented by the authorized person at the time of Technical / Commercial Bid Opening in their Official letterhead)

Ref No: Date:

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
Department of Information and Technology,
Naveen Complex, 14 M G Road,
Bangalore – 560 001
Karnataka

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: YOUR RFP NO: - 15/2011-12 Dated 09.08.2011

This has reference to your above RFP for Supply, Installation and Commissioning of High Definition Video Conference Systems under Buyback arrangement.

Mr./Miss/Mrs. _____is hereby authorized to attend the bid opening of the above RFP-15/2011-12 Dated 09.08.2011 on behalf of our organization.

The specimen signature is attested below:

_____
Specimen Signature of Representative

_____
Signature of Authorizing Authority

_____
Name & Designation of Authorizing Authority

Annexure B - Covering Letter Format

Offer Reference No: Date:

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
Department of Information and Technology,
Naveen Complex, 14 M G Road,
Bangalore – 560 001
Karnataka
Dear Sir,

Tender Ref: RFP 15/2011-12 Dated 09.08.2011.

Having examined the tender document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver and commission High Definition Video Conference Systems in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete delivery of materials within 8 weeks for each ordered location/s and delivery within 10 weeks for the road permit required locations. Also, we undertake to complete the installation and commissioning of all the Video Conference Systems and other items as specified in the offer document within Two weeks from the date of delivery of all the materials for each ordered locations.

We agree to abide by this offer till 6 calendar months from the date of last day for submission of offer (Bid).

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the devices supplied as per the above referred RFP, during three years warranty as well as 2 years AMC, if contracted.

We accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Dated this _____day of _____2011

Signature _____

Name of the company with seal

Annexure-C- Format for Technical Bid Part-A

The Technical Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

The suggested format for submission of Technical Offer for this RFP is as follows:

1. Index of all the document submitted with page numbers.
2. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD as per **Annexure-I.**
3. Cost of Tender document by way of DD payable at Bangalore.
4. Bidder's Covering letter. This should be as per **Annexure-B.**
5. Documentary proof in support of the Eligibility Criteria.
6. Profile of the Company / Firm as per **Annexure-J.**
7. Write up on the Work Experience / Expertise in Supply, Installation, Commissioning of hardware / software and Implementation & Maintenance of Video Conferencing System.
8. Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
9. Track record of Past 5 years for Installation/implementation of complete Video Conferencing Solution covering Name and addresses of major clients and email ids, telephone numbers (landline and mobile no), fax numbers of their contact executives etc. as per the **Annexure K**.
10. The Bidders to furnish the details of their existing offices/branches/ service centers across the country as per **Annexure L.**

Annexure-D- Format for Technical Bid Part-B

The Technical Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

The suggested format for submission of Technical Offer for this RFP is as follows:

1. Index of all the document submitted with page numbers.
2. Bidder's Covering letter. This should be as per **Annexure-B.**
3. Compliance of Technical specifications as per **Annexure-E** should be complete with all the columns filled in.
4. Ownership letter by the bidder. (Undertaking letter by the bidder taking the ownership of the project execution in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.)
5. Undertaking letter by the bidder for providing technical consultancy, Support and guidance during warranty support period and AMC (if contracted).
6. Undertaking letter by the bidder for acceptance of providing service support for a minimum period of 5 years during warranty and AMC period (if contracted).
7. Manufacturer Authorization Form [MAF] for the Equipments / Hardware items offered for High Definition Video Conferencing Solution.
8. Terms and Conditions compliance Table as per **Annexure Q . This table must cover bidder's response to all the terms and conditions specified in the offer document (Terms and Conditions).**
9. Masked price bid of Bill of Material as per **Annexure-G**.
10. The Bidder to furnish the Comprehensive Video Conferencing Solution Offered to the Bank detailing the Proposed Architecture, Make & Model and Hardware/Software configuration including licenses.
11. The Bidder also to submit a certificate / letter from OEM that the proposed Architecture, Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations.
12. Technical Documentation (Product Brochures, leaflets, manuals, drawings). An index of technical documentation/solution submitted with the offer must be enclosed.
13. A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Bid.(Annexure –O)

Annexure E – Technical Requirements

1. Bank intends to establish High-Definition Video Conference System comprising supply of HD MCU, Gatekeeper, EI PRI interface cards and 48 no's of HD End-Points with display unit by replacing the Old model standard definition video conference System for 36 locations under buyback arrangement.
2. The list of locations where existing Video Conference systems to be replaced with High Definition and proposed indicative list of locations of High Definition Video Conference System installation locations are given in Annexure-N. Contact details shall be informed to the selected bidder while placing the order. However, the Bank reserves the right of placing the order for one or more location at a time and Bank may place the order on phased manner.
3. The technical scope of work is to provide comprehensive High Definition Video Conferencing systems in turn key basis in the design and implementation of Video Conferencing solution. This project includes but not limited to the following:
   - 3.1. Supply of Ordered materials of High Definition Video Conference Systems
   - 3.2. Take over of existing standard definition Video Conference System
   - 3.3. Installation and commissioning of ordered materials
   - 3.4. Liaison with BSNL for getting local work order for MPLS, ISDN.
   - 3.5. Getting the necessary devices from BSNL for MPLS, ISDN.
   - 3.6. Commissioning of Lines MPLS, ISDN, etc at the respective locations.
   - 3.7. Providing data cabling.
   - 3.8. Configuration of High Definition Multi-point Control Unit, Gatekeeper, Scheduler, HD Endpoints with relevant features.
   - 3.9. Configuration of High Definition video conference system for working via IP and ISDN, etc.
   - 3.10. Enablement of Video Conference Systems under Centralized management system of the bank
   - 3.11. Enablement of data security parameters
   - 3.12. Enablement of IP SLA, QoS, CoS, IPV6, WAN acceleration, WAN optimization if required for the bank and requested to the bidder.
4. The bidder shall adhere to the Network addressing scheme of the Bank. However bank will accept the suitable IP addressing scheme based on the technical solution suggested during project implementation, Warranty and AMC period [If contracted]
5. The High Definition Video Conference System offered shall be modular in design, scalable, facilitate easy migration to new protocol support, manageable, reliable, cost effective, easily operable, maintainable.
6. The suitable solution for High Definition Video Conference System should be provided by the selected bidder to work both on ISDN & IP, for which necessary components/devices should be supplied by the selected bidder along with the system devices. The cost of such component/device should be included in the Video Conferencing System as mentioned in the BOM.

7. The solution should meet the requirements of the Bank and provide the Guaranteed Performance of the High Definition Video Conferencing System.
8. If any Software proposed in the High Definition Video Conferencing Solution, the necessary Hardware and OS for installing the Software should be supplied. The Hardware specification should be submitted along with Technical Bid – PART B.
9. **Maintainability**

   The bidder shall submit the maintenance procedures and call log-in procedures. The preventive and break down/corrective maintenance procedures and the diagnostic/test procedures available shall be submitted. The escalation procedure for maintenance during Warranty and AMC, if contracted, shall also be submitted.
10. **Expandability**

    The expansion capabilities of the proposed High Definition Video Conference System should be submitted.
11. **Upward Growth path**

    The offered Video Conference System's Hardware and software should be upgradable to meet future requirements without any degradation in performance.
12. Only licensed copies of software shall be supplied and ported on the system.
13. All the cabling done for VIDEO CONFERENCE SYSTEMS shall be neat and structured. The bidder shall document the cabling plan along with equipment/rack layout and get it approved by the Bank before actual installation.
14. The bidder shall indicate details of all "standards" complied for the data cabling offered.
15. The selected bidder shall own the responsibilities to demonstrate that the product offered are as per the specification stipulated in this RFP either at site or in his works without any extra cost to the Bank.

16. COMPONENTS

16.1. **Cabling Solution (Passive Components)**

16.1.1. **CABLE**

16.1.1.1. Bank is mostly having UTP cabling in the offices for internal LAN connectivity and in some of the administrative offices, Bank is using fiber cabling.

16.1.1.2. The cabling includes all the materials and related civil work including cable pulling, laying of UTP and termination of Information Outlets, Crimping, etc .

16.1.1.3. The cabling solution shall be conform to the EIA/ TIA 568 B draft standards. The connectivity between Video Conference System and Jack panel and also connectivity between Jack Panel and Switch shall be factory crimped CAT-6 UTP cable.

16.1.1.4. Cat-6 UTP patch cable shall support gigabit transmission and it shall be multistrand category.

16.1.1.5. All the cables should be routed via cable Manager. The selected bidder shall access the requirements of cable manager.

16.1.1.6. The conduit used for laying the cables shall be PVC pipes with casing and capping wherever it is required.

16.1.1.7. UTP cable, Fibre Optic cable, PVC/casing/ capping/conduit GI pipe and all labour/installation/fixing/laying charges as per bill of material at actuals against cabling/passive components.

16.1.1.8. All data cabling shall be neat and structured.

16.1.1.9. Cabling path should be finalized after approved by the Bank's officials/premises section and in case any disputes, the bidder shall inform to the bank in writing with reason.

17. The Bidder must ensure guaranteed performance for the chosen technology/product.

18. The bidder shall enable all the products capabilities during installation of Video Conference Systems.

19. Technical Specifications

19.1. The Bidder shall submit their Technical Bid indicating the compliance or otherwise with details of each specification stipulated. The Data Sheet specific to technical specification shall also be submitted.

19.2. The bidder should have technical knowledge of High Definition Video Conference Systems MCU & End Points, Gatekeeper, Audio and Video Standards, etc., related to Scope of work and Technical specifications.

19.3. The proposed system shall:

19.3.1. Have High Definition Video Conferencing features

19.3.2. Support IPV4 and IPV6

19.3.3. Supports QoS and CoS

19.3.4. Supports IPSLA

19.3.5. Supports SNMP Version 3

19.3.6. Supports Voice/Data/Video

19.3.7. Capable to enable bandwidth related parameters and Network & Data security parameters

19.3.8. Not to be a bandwidth intensive and shall be capable of administering/ allocating the bandwidth requirements for Data/Voice/Video Communication as per the needs of Bank

19.3.9. Have high security, high availability and very high performance.

19.4. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However,

the Bank reserves the right to adopt the modifications/ superior features suggested/ offered.

19.5. The selected bidder shall own the responsibility to demonstrate that the product offered are as per the specification/performance stipulated in this RFP and as committed by the bidder, either at site or in his works without any extra cost to the Bank. However the Bank will bear the traveling, boarding and lodging cost related to its own personnel.

Technical Specification of Video Conference Systems required

Technical Specifications:

1. Multipoint Control Unit (MCU) – High Definition

Sl. No	Feature Description	Complied Yes/No	Remarks /Deviation
A	**Technical Specification – MCU**		
1	The MCU should support H.323, SIP, H.320 (using an ISDN Gateway or card), H.324M (using 3G Gateway)		
2	All components of the MCU solution – MCU module , ISDN Interface, Gatekeeper, Scheduling, Network Management and Endpoints should be from the same OEM.		
3	The MCU should be chassis based MCU with redundant power supply, power on/ off switch and must be rack mountable with all the necessary accessories. The suitable rack should be supplied along with MCU.		
4	The MCU must support the latest H.323 standards or should be capable of being upgraded to the latest version. The gatekeeper should also support the same version of H.323 ITU standard.		
5	The MCU must support HD 720p and HD 1080p continuous presence with High Definition end points and should also support mix of High Definition/Standard Definition end points in continuous presence mode. Video quality should not be affected by number of participants in the conference and frame rate must always be above 25fps.		
6	Should Support NO self see in the HD CP conference – with no limitation in the number of HD CP conferences		
7	The MCU should support complete video and audio transcoding in a conference		
8	The MCU should support rate matching – i.e. end points connecting at various speeds from 128 kbps to up to 4 Mbps in a call/conference		

	without any loss in ports		
9	The MCU shall support a mix of resolutions in both Voice Activated mode and Continuous Presence.		
10	The MCU shall support down-speeding and packet error/loss concealment methods to ensure optimum video and audio quality		
11	The MCU must support H.235 standard AES encryption without impacting port capacity or other features.		
12	The MCU should support personal video layout per participants		
13	The MCU should support multiple HD CP and Standard Definition Conferences		
14	The MCU should interoperate with multiple vendors' endpoints. The supported medium should be IP v4 and IP v6		
15	The offered MCU should be Telepresence ready for future upgradation		
B	**MCU Capacity :**		
1	The MCU should support the following capacities in one single box/chassis : a. 7 High Definition end points @ 1080p video in CP mode in a single conference. b. 15 High Definition end points @ 720p video in CP mode in a single conference. c. 50 Standard Definition end points @ 4CIF/352p video in CP mode in a single conference. d. A combination of 10 High Definition end points @ 720p and 20 Standard Definition end points @ 4CIF/352p in a single conference. Maximum Bandwidth supported per port – 2 Mbps		
C	**MCU Management**		
1	The MCU should have IP based Gatekeeper, Scheduler and Network management systems and should be external to the system		
2	The Gatekeeper should support 100 concurrent calls and 500 registrations on an external server/appliance.		
D	**Other technical specifications**		
1	The MCU should support Telnet for accessing remotely for carrying diagnostics from a remote PC in the network for diagnostics		
2	The MCU should have the option of welcome screen when the conference is initiated		
E	**Audio Support:**		

1	G.711, G.722, G.722.1(G 723.1), G.729, MPEG4 - AAC-LD/Siren 14, G.722.1 Annex C		
F	**Video & Presentation Support:**		
1	Video algorithms H.261, H.263, H.263+, H.263++, H.264. Video resolutions (CIF, 4CIF, SIF, 4SIF, 352p, 480p, 720p and 1080p).		
2	Support HD CP @ 1080p up to 30fps		
3	Presentation video resolution – VGA, SVGA, XGA, 720p		
4	H.239 for presentation sharing		
G	**Security**		
1	H.235 AES encryption for secure conferencing		
2	PIN protected conferences		
3	HTTPS for secure management		
H	**MCU Chair Control**		
1	The MCU should support H.243 Chair control functions for conference management by a terminal endpoint		
2	The MCU must support conference control using DTMF Control functions like invite, terminate conference, take or release chair control, mute, volume control, video layout change and block or unblock admission to a conference.		
3	The MCU must support H.281 Far End Camera Control, in voice activated and continuous presence modes		
I	**Data Support**		
1	The MCU must support H.239 standards for sending/receiving dual streams of video and presentation content without losing MCU port capacity		
J	**MCU Video CP Layout**		
1	The MCU should support minimum 15 HD CP in a conference. MCU should have at least 20 different video layouts option		
2	MCU should have the below list of in-meeting display functions		
2.1	The MCU will be able to indicate to all participants whenever a participant joins/leaves the conference.		
2.2	Encrypted conference		
K	**Web Control**		
1	The MCU must provide a complete 'conference control' interface browser to support all 'in call' management functions with drag and drop' manipulation of parties in the call and within screen layouts.		

L	**Interfaces (WAN/Internet/ISDN)**		
1	4 x E1 / T1 G.703 (RJ-45) for ISDN PRI 2 X LAN / Ethernet (RJ-45) 10/100/1000 Mbps full/half duplex RS 232 serial port		
M	**Audio Features**		
1	Built-In and uploaded auto attendant voice prompts Automatic gain control, adjustable gain, power indication, individual audio mute		
N	**Network Features**		
1	The MCU should support standard based technology providing intelligent down-speeding and packet loss concealment to ensure optimum video and audio quality. The system must provide standards based method of compensating and correcting for packet loss (of media streams, both 'to' and 'from' the MCU and Endpoints) of up to a minimum of 5%. The MCU should have dynamic jitter buffering		
O	**Transcoding**		
1	The MCU should support universal transcoding combining SD and HD within the same conference		
2	The MCU should support any bandwidth, any resolution, any video or audio codec within the same conference video call.		
P	**External Scheduling and Management**		
1	The Scheduler should support Microsoft Outlook scheduling with email notifications to individual participants using Microsoft Outlook plug in. Scheduling application should support at least 100 scheduling ports.		
2	A Web based central management interface developed by the MCU manufacturer should be provided in order to control all system resources, reserve conferences, and provide ongoing conference, point to point call, and network and fault management functions		
3	The conference scheduling application must support Direct Inward Dial to scheduled meetings.		
4	The conference scheduling application must support SIP, H.323 and ISDN terminals and 3G mobile users as well as desktop and audio only terminals transparently		
5	The conference scheduling application must support intelligent and optimized real time resource allocation algorithm for MCU ports and dynamically reuse the allocated ports according to the actual terminal capabilities.		
6	The conference scheduling application must support Lecture style conferences where the lecturer sees students in a continuous presence		

	layout, and the students all see the lecturer in a single screen layout.		
7	The conferencing application should provide a reporting and statistics support which will enable the system admin generate the following graphical charts / reports: ➢ No of Multipoint calls records for the entire deployment ➢ No of Point to Point calls records for the entire deployment Calls Records per Terminal ➢ No of gateway calls for the deployment ➢ No of Desktop calls ➢ Multipoint calls records per specific Virtual Room.		
8	The Scheduling Application should support personal address book.		
9	The conference scheduling application must support management, load balancing and resource reservation of multiple distributed MCUs, Gateways and Gatekeepers.		
10	The conference scheduling application must support MCU and Gateway Port auto selection based on service prefix support, nearest port hunting, threshold based port hunting, load balancing, and least cost routing.		
11	The conference scheduling application must support Dial-in or MCU auto-Invite (Dial-out) to terminals.		
12	The network management application must support multiple network views and configurable presentation of the network topology in a Network Tree view, flat table view and customizable views.		
13	Both the Gatekeeper and the Scheduling and Network Management software should be installed in an external server/on an appliance		

2. ISDN PRI Gateway

Sl. No.	Specification	Requirements	Complied Yes/No	Remarks / Deviation
1	**Main feature**	Should seamlessly integrate **IP and ISDN / MPLS / Internet networks** including support for HD. The endpoints, MCU and the GW proposed should be from the same OEM.		
2	**Video Standards**	Should support H.261, H.263, H.264 Video standards		
3	**Audio-Standards**	Should support G.711, G.722, G.728 audio standards		
4	**Call Bandwidth**	Should support H.320/H.323 calls supported up to 2 Mbps		
5	**ISDN Bandwidth**	Minimum 2 PRI Interfaces and		
6	**ISDN Calling Features**	The system should support following H.320 calling features: -IVR/auto attendant -Direct Inward Dialing (DID) -Default (Operator) extension -Call routing to MCU/multipoint Conference bridge -Digit manipulation -Flexible dial plan		
7	**IP Calling Features**	The system should support following H.323 calling features: -IVR/auto attendant -Dial by E.164 address -Digit manipulation -Flexible dial plan -Dial from MCU with and without a gatekeeper		
8	**Web Control**	The system should support complete configuration, control and monitoring via web browser		
9	**Interface**	The following ports should be available: at-least 4 ISDN PRI ports -RJ45 Ethernet, 10/100 Mbps full/half duplex.		
10	**Security**	Administrator, User and Guest passwords. The system should support ISDN bonding, H.221 aggregation, Automatic Down-speeding on loss of ISDN B channels		

3. High Definition Video Conference Endpoints

Sl. No.	Specification	Requirements	Complied Yes/No	Remarks / Deviation
1	**Unit Components**	The unit offered must be complete with: High Definition Videoconferencing Codec, High Definition Camera, Microphone, Remote Control and required cables. The HD Camera and Codec should be from the same OEM. The MCU and Video Endpoints should be from the same OEM		
2	**Bandwidth**	a. 128-512 Kbps over ISDN b. 128 kbps - 4 Mbps over IP (H.323) in a point to point call c.Up to 4 Mbps in MultiSite		
3	**Video Standards**	Unit should support the following ITU Standards- H.261, H.263, H.264		
4	**Video Features**	Should support minimum16:9 Wide screen Should give both Picture in Picture (PIP) and side by side layouts on single screen.		
5	**Video Inputs**	The Unit should have minimum video inputs as follows - 2 X HD video Inputs 1 x DVI / XGA for PC and LAN (Presentation purpose) 1 x S Video for additional SD video input is desirable.		
6	**Video Outputs**	The unit should have minimum video outputs as follows - 2 X HD video outputs (video and presentation) 1 X S-Video output is desirable.		
7	**Video Formats**	The unit should support following video formats or higher PAL, VGA, SVGA, XGA, SXGA, WUXGA		
8	**Live Video Resolutions**	PAL: The codec unit should support following native PAL resolutions. HD 720p (1280 x 720 pixels), 1080p (1920 x 1080 pixels) 4CIF (704 x 576 pixels) Native resolutions: The unit should support following PC video resolutions.		

		XGA (1024 x 768), SXGA (1280 x 1024), WUXGA (1920 x 1200) SVGA (800 X 600), VGA (640 x 480)		
9	**Audio Standards**	The unit should support following ITU standard - G.711, G.722, G.722.1, G.728, MPEG4 AAC-LD or Siren 14		
10	**Audio Features**	Should support Audio Error concealment Should have Automatic gain Control (AGC) feature Must have automatic noise reduction feature and echo canceller Active Lip Synchronization		
11	**Audio Inputs**	The unit should have minimum audio inputs as follows : 2 microphones (cascaded or separate inputs) 1x SPDIF/ RCA		
12	**Microphone**	2 no's of Omni directional microphone with 360 degree pick up and one microphone cable of min. 15 feet and another cable of min 30 feet length.		
13	**Audio Outputs**	The unit should have minimum audio outputs as follows 2 x HDMI / RCA / phono for main audio 1 x SPDIF / RCA / phono Line level for any other auxiliary purpose		
14	**Video Frame Rates**	The system must support the following frame rates - Minimum of 25 Frames per second @ 256 kbps and above The codec should send and receive HD Resolution of minimum 720p at a frame rate of 25/30 FPS.		
15	**Dual Stream**	The system must support Dual Stream i.e. must be capable of carrying video and presentations simultaneously. The Dual Stream must be available for both H.320 and H.323 (ISDN & IP) The system should support the ITU protocol H.239 (Presentation)		

16	**Network Features**	The system should be capable of dialing for both H.320 / H.323 Should have Down speeding on H.320 / H.323		
17	**H.323 / IP Features**	IP Precedence (QoS), DiffServe. IP Type of Service-TOS Auto Gatekeeper Discovery Auto Network Address Translation (NAT) support Standards based-Packet Loss Recovery feature on H.323 call Should support URL Dialing Should support secure Firewall protocols – H.460.18 and H.460.19 Should support IPv4 and IPv6		
18	**Multisite Features (Future Software Upgrade)**	The unit must support up to 3 remote video sites in addition to the host in a multi point call using inbuilt MCU software. It should support HD CP (Continuous Presence) in a multi point call. It should support H.323/H.320//VOIP all in one conference. It should be possible to have conference layout in Continuous Presence (CP4) and voice switched mode. It should support H.264, encryption when in multiparty conference. Must support Dual Stream from any site. Dial In and Dial out Mode in IP and ISDN networks should be supported. Capability to mix IP and ISDN and Dial In and Dial out participants in the same call.		
19	**Embedded Encryption**	It must support Encryption on both H.320 and H.323 point-to-point and multipoint calls It must support at least AES encryption standards Call should be encrypted end-to-end on IP and ISDN		
20	**Security Features**	The unit should have following security features - Management via HTTPS and SSH IP Administration Password SNMP Security alerts Possibility of Disabling IP Services		

21	**Network Interfaces**	The unit should provide the following network interfaces- 4 x ISDN BRI (RJ-45), S-interface (via an external module, if not supported in the system) 1 x LAN / Ethernet (RJ-45) 10/100/1000 Mbps full / half duplex 1 x USB 1x management console Should support following network connectivity's TCP / IP, DHCP, FTP, Telnet, HTTP and HTTPS		
22	**Other Major Standards Supported**	The system should support the following standards - H.239, H.241, H.243, H.281, H.320, and H.323.		
23	**Camera**	The camera must be of High Definition type with the minimum following features- 10x zoom or higher 42 degrees vertical field of view or higher 70 degrees horizontal field of view or higher 200 degrees total horizontal field of view 1920 x 1080 pixels progressive @ 30fps Auto and manual focus / brightness / white balance Far-end camera control 12 near and far-end camera presets Camera and Codec should be from the same OEM.		
24	**System Management**	System should support total management via embedded web server, SNMP, Telnet, SSH Remote Software Upload over LAN The system should provide console port for management		
25	**Directory Services**	Support for Local, Global server Directories Unlimited entries using Server directory supporting LDAP and H.350 Last number called		
26	**Remote Control**	The unit should come with easy to use infra-red hand held remote control with operating distance of at least 3m		

27	**Power**	230VAC, +/- 10%, 50Hz single phase		
28	**Operating Temperature and humidity**	Operating Temperature : 10 to 35 Centigrade		
29	**Brand and model details**	Brand, Model with part no. for all components of the solution to be quoted	*[Details to be provided by the bidder]*	
30	**Shelves**	Wall mounted shelves to be supplied along with Endpoints to hold the Camera above the LCD TV and CODEC and other accessories below the LCD TV. Shelf shall be mounted against the wall in such a way that all connecting cables shall be concealed behind the display in a neat manner.		
31	**Warranty**	Onsite Warranty & support for three Years and the OEM should offer a warranty certificate.		
32	**AMC**	AMC support for 2 years after expiry of Warranty. The bidder should have a back-to-back support from the OEM. Any upgrades and updates should available during warranty and AMC at no extra cost.		

4. Display Unit

At Head Office in Main Conference Hall				
Sl.No.	**Specification**	**Requirement**	**Complied Yes/No**	**Remarks / Deviation**
1	**Screen Size**	65" or higher professional LCD monitor with Anti Reflection Technology		
2	**Resolution -**	1920x1080 (Full HD Resolution)		
3	**Brightness**	450cd/m2 or higher		
4	**Interfaces**	VGA, HDMI, AV Port, DVI-D,		
5	**Audio Input**	AV, PC audio in		
6	**Audio Output**	2 x 10Watt speakers (integrated with monitor)		
7	**Environment**			
8	**Contrast Ratio**	Dynamic Contrast Ratio 10000:1 or More		

9	**Wall mounting**	Display to be supplied along with wall mounting kit and table stand		
10	**Warranty**	Should provide 3 year warranty including panel.		
At Conference Rooms in all Locations				
1	**Screen Size**	40" or higher professional LCD monitor with Anti Reflection Technology		
2	**Resolution -**	1920x1080 (Full HD Resolution)		
3	**Brightness**	450cd/m2 or higher		
4	**Interfaces**	VGA, HDMI, AV Port, DVI-D		
5	**Audio Input**	AV, PC audio in		
6	**Audio Output**	2 x 10Watt speakers (integrated with monitor)		
7	**Environment**			
8	**Contrast Ratio**	Dynamic Contrast Ratio 30000:1 or More		
9	**Wall mounting**	Display to be supplied along with wall mounting kit and table stand		
10	**Warranty**	Should provide 3 year warranty including panel.		

5. Resident Engineer Support

Requirement	**Complied Yes /No**	**Remarks / Deviation**
The Services of the Resident Engineer at Head Office should be available from 8 am to till 8 pm on all the Bank working days, during the entire project implementation period and during warranty/AMC, if contracted. Bank also has the right to advise the engineer concerned to stay overtime, if their services are warranted. The Resident Engineer Support shall be available from the day of Installation. In case the engineer goes on leave / absent, suitable replacements to be arranged by the bidder to ensure that regular functioning of video conferencing does not hamper. If Resident Engineer is not available / replacement not arranged, Bank shall pay only the proportionate amount of monthly resident engineer charges for the support provided period during the particular month.		

6. Web Camera (Optional)

Sl. No.	Requirement	Complied Yes /No	Remarks / Deviation
1.	High quality USB based web cameras with 720p HD sensor and built in microphone		
2.	Minimum 3X Digital Zoom with Wide-Angle Lens desirable		
3.	Superior Video Quality and Video Calling		
4.	Web camera should be installed over the desktop/laptop – should include clip/stand to install the camera on a desktop/laptop		
5.	Should work with desktop software client supplied by Polycom/RADVISON/Tandberg and also compatible with Instant Messaging Software		

7. Content Management & Streaming (Optional)

Sl.No.	Requirement	Complied Yes /No	Remarks / Deviation
1	The system must be able to record all meeting content: video, audio and presentation in HD format. At least 1 recording session need to be supported		
2	The system preferably must have a built in content management portal that allows easy user access to all recordings and should have a PIN/security mechanism to access the recording		
3	The management portal must support sorting of the recordings by various parameters such as name, ID, duration and recording time.		
6	The administrator must be able to configure the recording speed separately from the meeting speed		
7	The system supplied should include sufficient storage space to hold up to 100 hours of conferences recorded @ 768 kbps		
8	The system must be scalable to minimum 5 concurrent simultaneous recordings at a later point of time.		
9	Playback must be able to be done on a standard PC		
10	The system should support streaming of conferences in HD and SD mode. The system should be able to select the speed at which each conference is being streamed to participants		
11	The system should be able to stream minimum of 5 live conferences at any point of time to desktops in the bank network.		
12	Streaming to be done in multicast mode or unicast mode to a maximum of 150 participants/viewers across all 5 live streams		

Annexure-F - Format for Commercial Bid

The commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

The suggested format for submission of commercial Offer for this RFP is as follows:

1. Index of all the document submitted with page numbers.
2. Bidder's Covering letter. This should be as per **Annexure P.**
3. Commercial Version of Bill of Materials and Price Schedule. This annexure must contain all Price information, including AMC details and taxes along with the cost of consumables sought as per **Annexure-G.**

Annexure- G - Bill of Material and Price Schedule

[Note: These details should be on the letter head of Bidder and each & every page should be signed by an Authorised Signatory with Name and Seal of the Company]

Note:

1. This Bill of Material must be attached in Technical Offer as well as Commercial Offer. The format will be identical for both Technical and Commercial Offers, **except that the Technical Offer should not contain any price information**. Technical offers without the Bill of Materials will be liable for rejection.

2. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

3. The Commercial Bid will be evaluated based on the Total Cost of Ownership (TCO) of the High Definition Video Conferencing Solution as per Bill of Material (Annexure-G) TCO 'H' = C + D +E + F + G + Optional items (if applicable)

   Where, High Definition Video Conferencing Equipment Cost (C) = {(Cost of MCU, Endpoint Units, Hardware (including OS) and other components with three years warranty inclusive of taxes (A) – (B) LESS Buy back cost of the existing equipment's.}

   + Annual Maintenance Charges for MCU, Endpoint Units, Hardware (including OS) for 2 years (inclusive of taxes) at present values (D)

   + Implementation Charges for Video Conferencing Solution inclusive of taxes (E)

   + Residential Engineer Support Charges for 5 years inclusive of taxes at present values(F)

   + Cost of Cabling Components inclusive of taxes (G)

   + Optional Items inclusive of taxes [If applicable]

4. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

5. If any of the deliverable product, mainly, Hardware, software, Service/Support etc. has both VAT and Service Tax, the bidder has to indicate the Goods component with percentage of VAT and Service Component with service Tax involved. The Goods Component + Service Component should be limited to 100% of the Cost Price, For example, if Goods Component is 60% then, the Service Component cannot be more than 40%.

Signature of the Authorised Signatory with date & seal

A. HIGH DEFINITION VIDEO CONFERENCE EQUIPMENTS

Sl. No	Item Description	Make and Model	Cost Price per unit with 3 year Comprehensive onsite warranty (Exclusive of Taxes) for Hardware and Software	Tax @ %	Tax Value	Cost per unit with 3 year Comprehensive onsite warranty for Hardware and Software (including OS) (inclusive of all Taxes) [4+6]	Qty	Total cost of Video Conference Systems [7*8] (inclusion of Taxes
1	2	3	4	5	6	7	8	9
1.	External Multipoint control unit (MCU) supporting 7 HD ports @ 1080p in a conference, 15 HD ports @ 720p in a conference, 50 4CIF ports in a conference, and 10HD @ 720p & 20 4CIF ports in a conference in one single box						**1**	
2.	Gatekeeper, scheduling and network management device (hardware /software) supporting 100 concurrent calls and 500 registrations Note : If software, necessary Hardware and OS for installing the software to be supplied						**1**	
3.	2 nos. E1 PRI interface cards/device to connect to ISDN networks						**1**	
4.	HD Video Conferencing End Point supporting 1080p video with 1080p HD camera, 2 microphones and remote. Supports H.239, dual video, dual monitor						**48**	
5.	65'' 1080p HD LCD Professional Display Monitor						**1**	
6.	40'' 1080p HD LCD Professional Display Monitor						**47**	
7.	Multi point software upgrade to support 1+3 sites in an HD CP multi point call						**6**	
8.	ISDN NT1-Box						**192**	
	Total for A	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	

B. BUY BACK OF EXISTING VIDEO CONFERENCING SYSTEM

Sl. No	Details	Qty	Unit Amount	Total Amount of Buy Back= [Unit amount * Qty] [3*4]
1	2	3	4	5
1	Aethra Vega Star Silver E with Camera, Codec, MIC, Remote excluding display unit as per Annexure-M	**17**		
2	Aethra Vega X5 with Camera, Codec, MIC, Remote excluding display unit as per Annexure-M	**05**		
3	Theseus Personal Video Conferencing unit excluding display unit as per Annexure-M	**14**		
	TOTAL for B	XXXX	XXXX	

C. HIGH DEFINITON VIDEO CONFERENCING EQUIPMENT COST LESS BUY BACK VALUE

1.	**Total High Definition Video Conference Equipment [A]**	
2.	**Less BuyBack Value for existing Video Conference System [B]**	
3.	**Net High Definition Video Conference Equipment Cost [C=A-B]**	

D. AMC SUPPORT CHARGES Less Buy Back Value

Sl. No	Item Description	Qty	AMC AFTER EXPIRY OF 3 YEARS WARRANTY FOR THE QUANTITY MENTIONED										Total AMC Amount including taxes [8+13]
			FIRST YEAR					SECOND YEAR					
			AMC %	AMC Value	Tax %	Tax Value	Total AMC (5+7)	AMC %	AMC Value	Tax %	Tax Value	Total AMC (10+12)	
1	2	3	4	5	6	7	8	9	10	11	12	13	14
1.	External Multipoint control unit (MCU) supporting 7 HD ports @ 1080p in a conference, 15 HD ports @ 720p in a conference, 50 4CIF ports in a conference, and 10HD @ 720p & 20 4CIF ports in a conference in one single box	**1**											
2.	Gatekeeper, scheduling and network management device (hardware/ software) supporting 100 concurrent calls and 500 registrations Note : If software, necessary Hardware and OS for installing the software to be supplied	**1**											

3.	2 nos. E1 PRI interface cards/device to connect to ISDN networks	**1**											
4.	HD Video Conferencing End Point supporting 1080p video with 1080p HD camera, 2 microphones and remote. Supports H.239, dual video, dual monitor	**48**											
5.	65'' 1080p HD LCD Professional Display Monitor	**1**											
6.	40'' 1080p HD LCD Professional Display Monitor	**47**											
7.	Multi point software upgrade to support 1+3 sites in an HD CP multi point call	**6**											
8.	ISDN NT1-Box	**192**											
	TOTAL for D		XXX	XXX	XXX	XXXX	XXXX	XXX	XXX	XXX	XXXX	XXXX	

E. IMPLEMENTATION CHARGES

Sl No	Item Details	Total Charges [Excl. Tax]	Tax @ %	Tax Value	Total Charges [Inclusive of all Taxes] [3+5]
1	**2**	**3**	**4**	**5**	**6**
1	Charges, if any, for designing the Video Conference Solution with interoperability with the existing Video Conferencing System and carrying out all the implementation activities specified in the Scope of Work as per RFP. (Including Installation and Commissioning of MCU at HO and End points at HO and all other locations)				
	TOTAL for E	XXXX	XXXX	XXXX	

F. RESIDENT ENGINEER CHARGES

Sl. No.	Item Details:	Resident Engineer support at Head Office, Bangalore			
	Year	Resident Engineer Support Charges	Tax %	Tax in Amount	Total Amount incl. of tax.
	1	2	3	4	5=2+4
1	First				
2	Second				
3	Third				
4	Fourth				
5	Fifth				
	Total for F				

G. CABLING COMPONENTS

Sl. No	Line Item	Product/Part No.	Description	Qty	Unit Price in Rupees (Per Mtr/ Per Box/ Per unit)	Tax @ % (as per Govt. Norms)	Tax Value for unit cost in Rupees	Unit price Inclusive tax (6+8)	Total Price in Rupees = [5*9]
1	2	3	4	5	6	7	8	9	10
	1	**SUPPLY**							
1.		AMP/ Systimax	CAT- 6 UTP Cable [Per Branch 10 Meters]	1500 mtrs					
2.		AMP/ Systimax	CAT-6 Information Outlet (Single Port)	100					
3.		AMP/ Systimax	RJ45 CONNECTOR	200					
4.		AMP/ Systimax	CAT-6 Patch Cord- 3mtr (Factory Crimped)	100					
5.		AMP/ Systimax	Single Port Surface Mounting Box	100					
6.		ISI Make	Media Converter	10					
7.		ISI Make	1"casing n capping/PVC Pipe/Flexible Pipe	1200 mtrs					
8.		ISI Make	2"casing n capping/PVC Pipe/Flexible Pipe	1200 mtrs					
	2	**Labour Charges**							
1.		Laying of CAT6 UTP Cable		1200 mtrs					
2.		Termination Information Outlets		100					
3.		Crimping and testing of Patchcords with RJ 45 Connectors and Boots		100					
4.		Fixing of PVC accessories		1200 mtrs					
			TOTAL COST FOR CABLING (G)=	XXXX	XXXX	XXXX	XXXX	XXXX	

H. CONSOLIDATION

Sl. No	Details	Total Amount in ₹
1	Total High Definition Video Conferencing Equipment Cost [C]	
2	Total AMC Support Charges [D]	
3	Total Implementation Charges [E]	
4	Total Resident Engineer Charges [F]	
5	Total cost for Cabling Components [G]	
6	**GRAND TOTAL H= C+D+E+F+G**	

I. OPTIONAL ITEMS

Sl. No	Details	Qty	Unit Cost	Tax @ %	Tax Value	Total Cost
1	Web Camera with in-built MIC	50				
2	Live Streaming/web cast server supporting minimum 5 concurrent live streams/web cast including hardware & software	01				
3	Recording device/software – to record one conference at a time	01				

The Present Value (PV) for the AMC component and Residential Engineer Support per year will be calculated as per the following formula:

$$\frac{C}{(1+r)^{n}}$$

Where 'C' is the annual AMC amount of each year.
'r' is Bank's Base Rate which is presently at 10.75%.
'n' is number of years, i.e. 'n' is 1 for 1st year,2 for 2nd year… 5 for 5th Year.

We understand that the above-mentioned tax rates are for price-comparison purpose only and the bank will pay on actual to the maximum of taxes indicated in this Bill of Material.

We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only and that all applicable Taxes like CST/VST/VAT/Service Tax will be paid at actual to the maximum of taxes indicated in this Bill of Material against production of invoice / bills.

We understand that there can be only one tax either Service Tax or VAT. We also understand that Bank will pay VAT only for Goods Component of Hardware/ Software and Service Tax for Service Component of Hardware/Software. We also understand that the Goods Component + Service Component should be limited to 100% of the Cost Price of Hardware / Software.

We understand that the payments for network cabling and labour charges shall be released basing on the actual consumption and submission of proof.

We confirm that we have quoted for 2 years post warranty AMC rates and 5 years Residential Engineer Charges (as per terms and conditions of the tender), giving the rates /price in our Commercial Offer.

No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Date:
Place:

Signature

(Name)
On behalf of

_____
(Name of the Bidder)

Annexure-H Scope of Work

1. SCOPE OF WORK.

Scope of Work

The technical scope of work is to provide total Video Conference system/solution as turn-key basis in the design and implementation of High Definition Video Conferencing solutions. This project includes but not limited to the following:

The broad scope of work for the bidder under this RFP shall be

- To deploy HD videoconferencing at HO and all specified Circle Offices of the Bank
- To schedule and manage all MCU conferences centrally
- To configure the HD end points to be able to initiate point to point and multi point calls (via HO) with all other locations where in the end points are deployed
- To ensure smooth functioning of conferences at all points of time
- To enable and manage both scheduled and ad hoc conferences from the MCU during bank working hours
- To integrate the existing MCU with the new MCU as a fall bank arrangement to support standard definition calls.
- To liaison/co-ordinate with Network Service Provider for End-to-End Connectivity required for Video Conferencing Solution.
- To release the existing video conferencing unit as per buy back arrangement in the existing locations

The proposed solution should have the following General Features:

The solution should be complete in terms of supporting both ISDN and IP networks and should include all the elements required to connect to HD end points over the existing IP network in the bank, SD end points, and also external end points outside the Canara Bank network over ISDN network.

The suitable solution for High Definition Video Conference System should be provided by the selected bidder to work both on ISDN & IP, for which necessary components/devices should be supplied by the selected bidder along with the system devices. The cost of such component/device should be included in the Video Conferencing System as mentioned in the BOM.

The solution should include HD MCU hardware, necessary software (either in standalone form/appliance) for gatekeeper, scheduling and network management functionality, HD group conferencing end points with HD Professional Display monitors.

The solution should allow the bank to schedule conferences via the MCU up to 6 months in advance, send notifications to participants of conference scheduled, monitor and moderate all conferences from a central location, configure conference settings for each conference including video, audio, data (H.239) settings, speed of connectivity for each conference, configure for dial out or dial in mode of conference and also schedule ad hoc conferences.

The solution should be future proof. Both MCU and HD group conferencing end points should support latest HD resolution (720p and 1080p) to ensure that the bank may be able to scale to higher quality/resolution conferences in the event the bank wishes to do so on upgradation of the IP network.

The MCU should be future proof – should have the ability to upgrade to support Telepresence conferences.

The MCU solution should be completely scalable and should be able to support up to 50 HD at a later point of time, if required.

The solution should be integrated with recording and streaming in the future.

The solution should support the existing videoconferencing infrastructure in the bank till the bank chooses to discontinue the usage of the existing SD end points and MCU. The existing MCU should be configured to interoperate and cascade with the proposed MCU and be redundant to the proposed MCU. The proposed MCU should be Telepresence ready for future upgradation.

The solution should not compromise the bank's IT Security Policy. All access to the MCU should be controlled and only end points registered with the gatekeeper should be able to connect to the MCU. Password access to conferences may be deployed to ensure high level of security and to avoid misuse of the MCU ports and equipment MCU access and operation to be restricted to only MCU operator and bank nominated officers. This is to prevent misuse of MCU resources.

The solution should be able to generate monthly reports on MCU usage – number of calls made, number of ports used, bandwidth used etc.

One or more qualified engineers to be stationed at the Head Office and at all locations for smooth implementation of the Project. The selected bidder should specify the no. of support engineers required / to be stationed at the locations during the period of implementation.

GENERAL SCOPE

1. Assessment of the bank's existing IP and ISDN network, existing videoconferencing infrastructure and other infrastructure required for smooth implementation of the videoconferencing solution should be done by the bidder.
2. Designing and handing over the Solution document for implementation of the Solution in the Bank.
3. Preparing and Handing over the PERT Chart to Bank till Sign off.
4. Guiding the Bank for up gradation of Hardware and Network, if any.
5. Delivery, Installation, commissioning of Hardware and Software at all locations.
6. Review of pilot implementation and taking corrective steps.
7. The bidder to take always proactive, reactive, preventive and corrective maintenance steps and ensure that the functioning of the Bank is no way affected.
8. The bidder has to train the staff of the Bank as under:
    a. One day training program for at least two officials of the Technology Management Section of all the Circles at respective locations including Head office at the time of installation.
    b. The successful Bidder shall coordinate with the Bank's staff during the installation, and commissioning of the Video Conferencing Solution. The successful Bidder shall

train Bank's staff in proper Operation, Trouble identification, Troubleshooting and routine maintenance of the Video Conferencing Solution at each and every location. .

9. The documents to be submitted to Bank as under:
   a. One Set of all Manuals of Hardware and OS and Application Software, Original OS and Application Software and Driver CDs including Licenses to be submitted at all Endpoint locations. The software may be in hard or soft copy.
   b. All Original license related OS and Application Software to the entire project.
10. Weekly progress report/plan of action for the ensuing week on the Project implementation to be submitted.
11. Attending all the review meetings once in a week.
12. Designate one Senior Official for single point of contact by the Bank.
13. For implementation at the Head Office and other locations the bidder should have a separate team.
14. They should visit the locations with prior notice, coordinate with Bank Officials and ensure that the normal functioning of the Bank is not affected.
15. Conducting Acceptance Test to the satisfaction of the Bank and Signing off the Project.
16. Brief details of scope of work: Replacement of existing Video Conference System with the newly ordered devices and ensure the Video Conference system function smoothly for accessing Centralized High Definition MCU and Bank's Network resources by using IP and ISDN network. The end-to-end activity to be taken care by the selected bidder and all the charges related to the activity to be included as per the BOM format only, whether it is explicitly mentioned in the RFP or not.
17. Supply of Ordered materials of High Definition Video Conference Systems
18. Take over of existing standard definition Video Conference System
19. Installation and commissioning of ordered materials
20. Liaison with BSNL.
21. Getting the necessary devices.
22. Commissioning of Lines.
23. Providing data cabling, if required
24. Configuration of High Definition video conference Unit, Gatekeeper, Scheduler, HD Endpoints with relevant features etc
25. Configuration of High Definition video conference system for working via IP and ISDN, etc
26. Enablement of Video Conference Systems under Centralized management system of the bank
27. Enablement of data security parameters
28. Enablement of IP SLA, QoS, CoS, IPV6, WAN acceleration, WAN optimization if required for the bank and requested to the bidder.
29. The Bidder's scope of work as per the conditions of RFP and technical specifications shall include replacement of existing old model video conference equipments, supply & Installation of ordered devices, transportation, transit insurance, local delivery, storage and installation insurance up to Acceptance by the bank,

cabling, installation, commissioning and integration, Acceptance testing, training, liaison with telecom service provider, apply MPLS , ISDN lines, Getting the MPLS, ISDN related devices from BSNL, and also includes documentation, warranty, annual maintenance, if contracted.

30. Replacement of existing old model Video Conference System with minimum downtime.
31. Supply of ordered devices at the respective places and shall do Installation & Commissioning of Video Conference devices, Acceptance Test and Warranty support & AMC support if contracted.
32. Providing training to the Bank's officials
33. The complete System including HD-MCU,HD End points, Gatekeeper, Gateway etc and also meeting with technical specifications as per Annexure-E and must operate at or above the guaranteed levels with regard to Availability and other performance parameters. The bidder shall submit details of such performance parameters for the product/service offered by them.
34. The Bidder has to supply all the Video Conference Systems and other items to all the ordered locations as per the Specifications as mentioned in the Technical Specifications (Annexure E).
35. The bidder should provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, licensed utility software and other licensed software.
36. The Bidder shall be fully responsible for Delivery, Installation and Commissioning of the Video Conference Systems, and establishment of leased line in all the ordered locations. Bidder has to co-ordinate and also do liasoning work with BSNL/MTNL for link commission, if required. The bidder has to do end to end activities with regard to commissioning of IP Network and commissioning of ISDN lines for ISDN network and upgradation of bandwidth [if applied] in all the ordered locations during project implementation, Warranty and AMC period if contracted.
37. The bidder shall provide the details like Name of the contact person, contact nos. and address,etc of Implementation team, project team, field engineers and service support at all the locations in which the equipments are ordered and installed during project, warranty and in AMC, if contracted. The bidder shall also specify the availability and details of Technical expertise (personnel) and stocking of spares for each of their Service / Support Centers across the country. The bidder's response time during warranty and AMC if contracted is 2 hours from the time of reporting.

Annexure-I - PROFORMA OF BANK GUARANTEES

1. PROFORMA OF BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

……

……..

……..

WHEREAS _____(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____ (Date) for the execution of (Name of Contract)_____(hereinafter called "the Tender") in favour of _____hereinafter called the "Employer";

KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the _____having its Head Office at _____amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs_____(Rupees_____only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

(a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or

(b) If the Tenderer having been notified of the acceptance of his Tender by the Employer during the period of Tender validity;

(i) fails or refuses to execute the Agreement, if required; or
(ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.
Notwithstanding anything contained herein

i) Our liability under this Bank Guarantee shall not exceed Rs._____ (Rupees _____only)

ii) This Bank Guarantee is valid up to _____ and

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____(mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____day of _____20____

SIGNATURE & SEAL OF THE BANK

2. PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To: Name and Address of the PURCHASER

WHEREAS (Name and address of the selected bidder)(hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transportation, transit insurance, local delivery, storage and installation insurance up to Acceptance by the bank, cabling, installation, commissioning and integration, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training of your personnel related to implementation of High Definition Video Conferencing Solution as per the Purchase Order dated _____placed by the PURCHASER with you (hereinafter referred to as "the CONTRACT")

AND WHEREAS in terms of the Conditions as stipulated in the Purchase Order, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause _____ of the Purchase Order, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE)"

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____and local office at _____,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____ (Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which

you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of_____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part of or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs_____ (Rupees_____) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or

in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

i. Our liability under this guarantee shall not exceed Rs._____ (Rupees_____only)
ii. This guarantee shall be valid upto _____ and ;
iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bangalore on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney to him by the Bank.

Dated this _____ day of _____ 2010

For and on behalf of

_____

BRANCH MANAGER

SEAL

ADDRESS

PLACE

Annexure-J- Particulars of Bidder

Sl. No	Particulars	Details
A	**Company/Supplier Profile- If the bidder is not manufacturer**	
1.	Name of the Suppliers/Firm / Company	
2.	Constitution	
3.	Date of Establishment/Incorporation	
4.	Address Registered Office Corporate Office	
5.	Telephone No FAX No E-mail Address Website	
6.	Sales Turnover from IT related business. 2007-2008 2008-2009 2009-2010	
7.	Domestic Customer Base (Number of Clients where Video Conference Solution implemented in India)	
8.	Service Net Work (Number of Service Centers in) North India South India East India West India Central India	

Sl. No.	Particulars	Details
B.	**Manufacturer's Profile if bidder is manufacturer**	
1.	Name of the Manufacturing Company	
2.	Constitution of the Manufacturing Company	
3.	Date of Establishment/Incorporation of the Manufacturing Company	
4.	Address of the Manufacturing Company Registered Office Corporate Office	
5.	Telephone No FAX No E-mail Address Website	
6.	Nature of Relationship of your company with the Manufacturing Company. Subsidiary of the Manufacturing Company/Division of Manufacturing Company/Sole Distributor/Non Exclusive Distributor/Agent/Others Please Specify	
7.	Experience of the Manufacturing Company in Implementation of Video Conference Solutions	

Signature of the Authorised Signatory with date & seal

केनरा बैंक Canara Bank

ANNEXURE – K

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

Track Record of Past 5 years in Implementation of Video Conferencing Solution

Name of the Bidder_____

Sl. No	Name of the Client	Video Conferencing Solution		Contact Person, Name, Tele No, FAX No & Address
		No. of Video Conferencing Solution implemented	Year of Implementation	
1.				
2.				
3.				
4.				

Signature of the Authorised Signatory with date & seal

केनरा बैंक Canara Bank

ANNEXURE – L

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

Details of Offices/ Branches /Service Centers

Sl. No	Place	Postal Address	Contact Details (including Name of In charge and his contact no. email etc)	Service Facilities Available (Describe)	No. of Engineers	Jurisdiction
1						
2						
3						
4						
5						
6						
7						
…						
…						
…						

Signature of the Authorised Signatory with date & seal

Annexure-M- List of location coming under Buyback Arrangement

It is indicative list of locations. Final list of locations with contact details shall be shared by the bank to the selected bidder while placing order.

Sl. No.	Locations	VC Type	Make & Model
A	**Head Office**		
1.	Main Conference Hall	Group VC	Aethra Vega X5
2.	Mini Conference Hall	Group VC	Aethra Vega X5
3.	ED's Conference Hall	Group VC	Aethra Vega X5
4.	CMD's Cabin	Group VC	Aethra Vega Star Silver E
5.	ED's Cabin 1	Group VC	Aethra Vega Star Silver E
6.	ED's Cabin 2	Group VC	Aethra Vega Star Silver E
B	**Circle Offices**		
1	Agra	Personal VC	Theseus
2	Ahmedabad	Personal VC	Theseus
3	Bangalore - Metro	Group VC	Aethra Vega Star Silver E
4	Bhopal	Personal VC	Theseus
5	Calicut	Personal VC	Theseus
6	Chandigarh	Group VC	Aethra Vega Star Silver E
7	Chennai	Group VC	Aethra Vega Star Silver E
8	Coimbatore	Personal VC	Theseus
9	Delhi	Group VC	Aethra Vega Star Silver E
10	Goa	Personal VC	Theseus
11	Guwahati	Personal VC	Theseus
12	Hyderabad	Group VC	Aethra Vega Star Silver E
13	Jaipur	Personal VC	Theseus
14	Karnal	Personal VC	Theseus
15	Kolkata	Group VC	Aethra Vega Star Silver E
16	Lucknow	Group VC	Aethra Vega Star Silver E
17	Madurai	Group VC	Aethra Vega Star Silver E
18	Mangalore	Group VC	Aethra Vega Star Silver E
19	Mumbai	Group VC	Aethra Vega Star Silver E
20	Nagpur	Personal VC	Theseus
21	Patna	Group VC	Aethra Vega Star Silver E
22	Pune	Personal VC	Theseus
23	Ranchi	Personal VC	Theseus
24	Trichy	Personal VC	Theseus

25	Trivandrum	Group VC	Aethra Vega Star Silver E
26	Visakhapatnam	Personal VC	Theseus
C	**Other Locations**		
1	DIT Wing, Bangalore	Group VC	Aethra Vega Star Silver E
2	Disaster Recovery Center, Mumbai	Group VC	Aethra Vega X5
3	International Division, Mumbai	Group VC	Aethra Vega Star Silver E
4	Regional Staff Training College, Gurgoan	Group VC	Aethra Vega X5
	Locations – 36; Group VC – 22 ; Personal VC – 14		

Note: Buy back shall be applicable only for video conferencing unit as-is, where-is basis excluding display & MCU sets.

Annexure – N - Address of Proposed Locations for Video Conferencing

S.No.	Location	Address
A	**Head Office**	
1	MCU Room	Canara Bank 112 J C Road, Head Office, Bangalore – 560002 Karnataka
2	Main Conference Hall	
3	Mini Conference Hall	
4	ED's Conference Hall	
5	CMD's Cabin	
6	ED's Cabin 1	
7	ED's Cabin 2	
8	Personnel Wing	
B	**Circle Offices**	
1	Agra	AGRA CIRCLE OFFICE No.71, Nehru Nagar, M.G. ROAD, Agra - 282002 Uttar Pradesh
2	Ahmedabad	AHMEDABAD CIRCLE OFFICE P B No.4070, Narayana Chambers, Ground Floor, Near Nehru Bridge, Ashram Road, Ahmedabad - 380009 GUJARAT
3	Bangalore - Metro	BANGALORE (METRO) CIRCLE OFFICE Spencer Towers, No.86,M.G.Road, Bangalore- 560001, KARNATAKA
4	Bangalore – Rural	BANGALORE (RURAL) CIRCLE OFFICE Spencer Towers, No.86,M.G.Road, Bangalore- 560001, KARNATAKA
5	Bhopal	BHOPAL CIRCLE OFFICE Block-3, 5th Floor, Paryavaas Bhavan, Arera Hills, Jail Road, Bhopal, MADHYA PRADESH - 462016
6	Bhubaneshwar	BHUBANESHWAR CIRCLE OFFICE 1st Floor, Red Cross Bhavan, Sachivalaya Marg, P.B. 104, Bhubaneshwar- 751007, ORISSA

7	Calicut	CALICUT CIRCLE OFFICE 18/395, II Floor, Pali Samooham Road, Chalapuram, Calicut- 673002 KERALA
8	Chandigarh	CHANDIGARH CIRCLE OFFICE Plot No.1, Sector 34 A, Chandigarh-160022, PUNJAB
9	Chennai	CHENNAI CIRCLE OFFICE Ground Floor, 563/1, Anna Salai, Teynampet, Chennai - 600018. TAMIL NADU
10	Coimbatore	COIMBATORE CIRCLE OFFICE 166 TV Samy Road (West), R S Puram, Coimbatore 641002 TAMIL NADU
11	Dehradun	DEHRADUN CIRCLE OFFICE # 27 B, RAJPUR ROAD, DEHRADUN - 248001 UTTARAKHAND
12	Delhi	DELHI CIRCLE OFFICE ANSAL TOWERS, NO.38, NEHRU PLACE, NEW DELHI, DELHI - 110019
13	Goa	GOA CIRCLE OFFICE FIRST FLOOR, MATHAIS PLAZA, 18TH JUNE ROAD, PANAJI GOA 403001, GOA
14	Gulbarga	GULBARGA CIRCLE OFFICE P.B.No.83,I Floor, Khuba Complex, Station Road, Gulbarga 585102, KARNATAKA
15	Guwahati	GUWAHATI CIRCLE OFFICE I Floor, Killiudhyog Bldg, Christian Basti 185/58, GS Rd, Dispur, Guwahati - 781005, ASSAM
16	Hubli	HUBLI CIRCLE OFFICE

		I M A BLDG, BAILAPPANAVAARNAGAR, HUBLI - 580029 KARNATAKA
17	Hyderabad	HYDERABAD CIRCLE OFFICE PB No. 1008, No.3-5-879, Ruby House, Opp old MLA Qtrs, Himayatnagar, Hyderabad - 500029 ANDHRA PRADESH
18	Jaipur	JAIPUR CIRCLE OFFICE SPL No.1A, Gopinath Marg, Near MLA QRTS, Jaipur 302001, RAJASTHAN
19	Karnal	KARNAL CIRCLE OFFICE Kunjpura Road, Karnal 132001 HARYANA
20	Kolkata	KOLKATA CIRCLE OFFICE Bells House, 21, Camac Street, Calcutta 700016 WEST BENGAL
21	Lucknow	LUCKNOW CIRCLE OFFICE NEAR SANGEET NATYA ACADEMY, VIPIN KHAND, GOMATINAGAR, LUCKNOW - 226010 UTTAR PRADESH
22	Madurai	MADURAI CIRCLE OFFICE P B NO.243, ST.MARY'S CAMPUS, EAST VELI STREET, MADURAI - 625001 TAMIL NADU
23	Mangalore	MANGALORE CIRCLE OFFICE CANARA BANK BUILDING, LIGHT HOUSE HILL, BALMATTA ROAD, MANGALORE 575001, KARNATAKA
24	Meerut	MEERUT CIRCLE OFFICE Prasad House 144-145, Delhi Rd, Near Ajantha Cinema, Meerut 250002, UTTAR PRADESH

25	Mumbai	MUMBAI CIRCLE OFFICE 13th & 14th & 20th floor, P.B.No.16055 Maker Tower E, 85, Cuffe Parade, Mumbai-400005, MAHARASHTRA
26	Mysore	MYSORE CIRCLE OFFICE 689, Double Road, Opp. Water Tank, Tonachikoppal, Mysore 570023 KARNATAKA
27	Nagpur	NAGPUR CIRCLE OFFICE Third Floor, Guman, Residency Road, Sadar Bazar, Nagpur 440001 MAHARASHTRA
28	Patna	PATNA CIRCLE OFFICE Lav Kush Towers 3rd&4th Floor, P B NO.195 Exhibition Road, Patna 800001, BIHAR
29	Pune	PUNE CIRCLE OFFICE P.B. 726, Ganatra Chambers, 4th Floor, 571, Sadhashivpeth, Laxmi Road, Pune - 411030, MAHARASHTRA
30	Ranchi	RANCHI CIRCLE OFFICE Kadru Bypass Road, Doranda, P.O.HINOO, P.B.No. 125, Ranchi - 834002, JHARKHAND
31	Shimoga	SHIMOGA CIRCLE OFFICE P.B.NO.123, I FLOOR, NELLI SOUDHA, KUVEMPU ROAD, SHIMOGA 577201 KARNATAKA
32	Trichy	TIRUCHIRAPALLI CIRCLE OFFICE City Tower, No.1, Royal Road, Cantonment, Trichy - 620001 TAMIL NADU

33	Trivandrum	TRIVANDRUM CIRCLE OFFICE TC 26/173,(I), M.G.ROAD, P.B 5604 , TRIVANDRUM - 695039 KERALA
34	Visakhapatnam	VISAKHAPATNAM CIRCLE OFFICE D.NO. 28-14-1, P.B.NO. 2041, SURYABAGH, VISAKHAPATNAM - 530020, ANDHRA PRADESH
C	**Other Locations**	
1	DIT Wing	Canara Bank, Department of Information Technology Wing # 14 M G Road, Naveen Complex, Head Office Annex Bangalore – 560001 Karnataka
2	Treasury & International Operations Wing, Mumbai	Treasury & International Operations Wing, Mumbai PB 11615, MAKER CHAMBER III, 7TH FLOOR , 223, NARIMAN POINT, MUMBAI 400021, MAHARASHTRA
3	Network Operation Centre, Bangalore	Canara Bank Network Operation Centre, # 14 M G Road, Naveen Complex, Head Office Annex, Bangalore – 560001 Karnataka
4	Alternate Data Center, Bangalore	Canara Bank Data Center C/o ITI Limited, Gate No.5, Building No F-21, Dooravani Nagar, Bangalore – 560016,Karnataka
5	Disaster Recovery Center, Mumbai	Canara Bank Data Center M/s Videsh Sanchar Nigam Limited (VSNL), Technopolis Knowledge Park, Mahakali Caves Road, Chakala, Andheri East, Mumbai - 40093
6	Staff Training College, Bangalore	Canara Bank, Staff Training College, Basavanagudi, K R Road,

		Bangalore
7	Regional Staff Training College, Gurgoan	Canara Bank, Staff Training College, Sector 18, Plot No. 80, IFFCO Chowk, Gurgaon, Haryana

Annexure O - Undertaking of Authenticity for Hardware & Peripherals

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
Department of Information and Technology,
Naveen Complex, 14 M G Road,
Bangalore – 560 001
Karnataka

Sub: RFP: 12/2011-12 DT: 09.08.2011 for Supply of High Definition Video Conferencing Equipments.

Ref: 1. Your Purchase Order No…….. Dated……
2. Our Invoice no/Quotation no…….Dated……

With reference to the high definition video conferencing equipments/other hardware, peripherals and softwares being supplied / quoted to you vide our Invoice no/Quotation no/Order no cited above…

We hereby undertake that all the components/parts/assembly/software used in the high definition video conferencing equipments/other hardware under the above shall be original new components /parts/assembly/software only from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly /software are being used or shall be used.

We also undertake that in respect of licensed operating system and software asked for by you in the purchase order the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the hardware without demur, if already supplied and return the money if any paid to us by you in this regard.

We (System OEM name) also take full responsibility of both, parts and service SLA as per the content even if there is any defect by our authorized service centre/Reseller/SI etc.

Authorized Signatory

Name:

Designation & Seal

केनरा बैंक Canara Bank

ANNEXURE-P

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

Commercial Bid - Covering letter format

Offer Reference No: Date:

To

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
Department of Information and Technology,
Naveen Complex, 14 M G Road,
Bangalore – 560 001
Karnataka
Dear Sir,

SUB: RFP: 12/2011-12 DT: 09.08.2011 for Supply of High Definition Video Conferencing Equipments.

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per Annexure G - commercial bid format of the subject 15/2011-12 along with this covering letter.

We also confirm that we are agreeable to the payment schedule mentioned in the subject RFP.

Dated this _____day of _____2011

Signature _____

Signature of the Authorized Signatory with date & seal

केनरा बैंक Canara Bank

ANNEXURE-Q

COMPLIANCE STATEMENT

SUB: RFP: 15/2011-12 DT: 09.08.2011 for Supply of High Definition Video Conferencing Equipments.

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Description	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bids)		
Technical Specifications	We certify that the systems/ services offered by us for tender confirms to the specifications stipulated by you except the following deviations.		

(If left blank it will be construed that there is no deviation from the specifications given above)

Authorised Signatory

Signature
Designation
Seal of Company
Date & Place:

केनरा बैंक Canara Bank

Annexure – R

Manufacturer's Authorization Form – MAF Format

{Note: This MAF Format Letter should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer. This MAF Format is for reference only. However should contain the Para 1, 2 & 3 in the Original MAF]

No._____ dated_____

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
DIT-Wing,
Naveen Complex, 14 M G Road,
Bangalore–560 001
Karnataka

Dear Sir,

Tender Reference No._____

We _____who are established and reputed manufacturers of _____having factories/development facilities at 1)_____and 2)_____do hereby authorise M/s_____(Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates for our products for a period of 5 years from the date of submission of this tender.

We also confirm that we will ensure all product upgrades (including management software upgrades and new product feature releases) are provided by M/s ……..for all the products quoted for and supplied to the bank during the three year product warranty period. In case this is not considered while quoting and in the event M/s …… fail in their obligations to provide the upgrades within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and upgrades and any new product releases at the bank's premises.

Yours faithfully

(Name)

For and on behalf of

M/s _____